

Traffic Management Key Facts Indicator*

Section 1: Traffic management in relation to your broadband product (not including during busy times and places to manage network congestion see Section 2)	
Name of broadband product	All EE Broadband plans (including phone and TV)
<i>Use and availability of services, content, application, and protocols on this tariff</i>	
Are any services, content, applications or protocols blocked on this product? **	No
If so, what?	Not applicable
Are there any services, content, or protocols always slowed down?	No
If so, what?	Not applicable
Are any services, content, applications or protocols prioritised?	No
If so, what?	Not applicable
Are any managed services delivered on this product?	No
If so, what? What impact?	Not applicable
<i>How we ensure compliance with data caps, download limits and fair usage policies</i>	
What are the download/upload limits or data usage caps?	Not applicable
Is traffic management used to manage compliance with data caps and download limits?	Not applicable
Under what circumstances?	Not applicable
Level of speed reduction?	Not applicable
Duration of speed reduction?	Not applicable
Is traffic management used in relation to heavy users?	No
Under what circumstances?	Not applicable
Level of speed reduction?	Not applicable
Duration of speed reduction?	Not applicable

Section 2: Traffic management to optimise network utilisation			
Is traffic management used during peak hours?	No		
When are typical peak hours?	Not applicable		
<i>What type of traffic is managed during these periods?</i>			
Traffic Type	<i>Blocked</i>	<i>Slowed down</i>	<i>Prioritised</i>
P2P			
Newsgroups			
Browsing/email			
VOIP (Voice over IP)			
Gaming			
Audio streaming			
Video streaming			
Music downloads			
Video downloads			

Instant messaging			
Software updates			

Is traffic management used to manage congestion in particular locations?	No
If so, how?	Not applicable

*This KFI gives an overview of typical traffic management practices undertaken on this product; it does not cover circumstances where exceptional external events may impact on network congestion levels.

** This excludes any service, application or protocol that an ISP is required to block by law and child abuse images as informed by the list provided through the Online Safety Act and by the Internet Watch Foundation. In addition parental filters may be applied in accordance with the UK Mobile Operator Code of Practice.