

Traffic Management Policy for KCOM Flex Packages

ADSL Flex BasicTraffic Shaping Traffic Management Key Facts Indicatorⁱ

Traffic Management							
Section 1: Traffic manage							
(not including during busy times and places to manage network congestion see Section 2)							
Name of broadband pro	duct: A	DSL Flex Basic					
Use and availability of s							
	Are any services, content, applications or protocols always blocked on this product? ⁱⁱ NO						
If so what? List							
	Are any services, content, applications or protocols always slowed down?					NO	
	If so what? List						
Are any services, content	t, applica	tions or protocols	always prioritise	<u>d?</u>		NO	
If so what? List							
Are any managed service	es delive	red on this produ	ct?			NO	
If so what? This w	ould hig	ould highlight prioritisation of specific content or service and explanation of					
		other traffic					
Data caps and downloa			41.1	1 .0		200	
What are the download/u	pload lin	nits or data usage	caps on this pro	duct?		3GB	
Is traffic management use						YES	
Under what circumstance	r what circumstances? Once 3GB has been used the service is slowed down for						
Lavel of an and no directions	remainder of the month to 128kbps download and upload						
Level of speed reduction		128kbps download and upload in place of up to 24Mbps download					
		and up to 1Mbps upload.					
Actual speeds dependent upon postcode							
Duration of speed reducti	Duration of speed reduction? Remainder of the month						
						YES	
Section 2: Traffic management to optimise network utilisation							
				fic mana	gement as d	lescribed in	
(what happens during busy times and places in addition to traffic management as described in section 1)							
Is traffic management use	ed during	g peak hours?	rs? NO ⁱⁱⁱ				
		Weekdays: 6pm until Midnight Weekends: r		nds: no set p	ls: no set peak hours		
What type of traffic is ma	naged di	uring these period	ds?iv				
Traffic type	Blocked		Slowed down		Prioritised		
Peer to Peer (P2P)	N/A		N/A		N/A		
Newsgroups	N/A		N/A		N/A		
Browsing/email	N/A		N/A		N/A		
VOIP (Voice over IP)	N/A		N/A		N/A		
Gaming	N/A		N/A ^v		N/A		
Audio streaming	N/A		N/A		N/A		
Video streaming	N/A		N/A		N/A		
Music downloads	N/A		N/A		N/A		
Video downloads	N/A		N/A		N/A		
Instant messaging	N/A		N/A		N/A		
Software updates			N/A		N/A		
Is traffic management used to manage congestion in particular locations?				NO			
If so how?	The sar	me practices are	applied during pe	ak hours			



ADSL Flex Lite Traffic Shaping Traffic Management Key Facts Indicatorⁱ

Section 1: Traffic mana	gement	in relation to vo	ur broadband n	roduct			
(not including during be					see Sec	tion 2)	
Name of broadband pro							
Use and availability of s	services	, content, applic	cation and prote	cols on this p	roduct		
Are any services, content, applications or protocols always blocked on this product?						NO	
If so what? List		•		•			
Are any services, content, applications or protocols always slowed down?						NO	
If so what? List							
Are any services, content	t, applica	tions or protocol	s always prioritis	ed?		NO	
If so what? List							
Are any managed service						NO	
If so what? This w	vould hig	hlight prioritisatio	n of specific con	tent or service a	and expl	anation of	
		other traffic					
Data caps and downloa							
What are the download/u						8GB	
Is traffic management us						YES	
Under what circumstance	es?		been used the se				
			e month to 128kb				
Level of speed reduction	?	128kbps download and upload in place of up to 24Mbps download				s download	
		and up to 1Mbps upload.					
		Actual speeds dependent upon postcode					
Duration of speed reduction? Remainder of the month							
Is traffic management used in relation to heavy users?						YES	
Section 2: Traffic mana					L	. 20	
(what happens during be section 1)				ffic manageme	ent as d	escribed in	
Is traffic management used during peak hou			NO ⁱⁱⁱ				
				Weekends: r	kends: no set peak hours		
What type of traffic is ma				L			
Traffic type	Blocke		Slowed down	Pric	Prioritised		
Peer to Peer (P2P)	N/A		N/A	N/A	N/A		
Newsgroups	N/A		N/A	N/A	N/A		
Browsing/email	N/A		N/A	N/A	N/A		
VOIP (Voice over IP)	N/A		N/A		N/A		
Gaming	N/A		N/A ^v	N/A	N/A		
Audio streaming	N/A		N/A		N/A		
Video streaming	N/A		N/A	N/A	N/A		
Music downloads	N/A		N/A	N/A	N/A		
Video downloads	N/A		N/A	N/A	N/A		
Instant messaging	N/A		N/A		N/A		
Software updates	N/A		N/A		N/A		
Is traffic management used to manage congestion in particular locations?				ntions? NO			
If so how?	The sai	me practices are	applied during p	eak hours			



Full Fibre Flex Traffic Shaping

Traffic Management Key Facts Indicatorⁱ

Traffic Managemen								
Section 1: Traffic man					tion ass Co	otion (1)		
(not including during			manage netwo	rk conges	stion see se	ction 2)		
Name of broadband p				!	1.1			
Use and availability of								
Are any services, conte	nt, applic	ations or protocol	s always blocked	on this pr	roduct?**	NO		
If so what? List	-4!:-			-l O		NO		
Are any services, content, applications or protocols always slowed down? NO								
	If so what? List							
If so what? List	Are any services, content, applications or protocols always prioritised? NO							
Are any managed service	cas daliv	ared on this produ	ict?			NO		
				tant or sar	vice and evn			
If so what? This would highlight prioritisation of specific content or service and explanation of impact on any other traffic								
Data caps and downloads								
What are the download		mits or data usage	e caps on this pro	oduct?		Unlimited		
Is traffic management u					oad limits?	NO		
Under what circumstand		N/A	· · · · · · · · · · · · · · · · · · ·					
Level of speed reductio		N/A						
Duration of speed reduction? N/A								
Is traffic management used in relation to heavy users? YES								
Section 2: Traffic management to optimise network utilisation								
(what happens during				ffic mana	gement as d	described in		
section 1)								
Is traffic management used during peak hours? NO				_				
When are typical peak hours? Weekdays: 6pn		until Midnight Weekends: no set p		eak hours				
What type of traffic is m	anaged o	during these perio	ds?***	•				
Traffic type	Blocke		Slowed down	Prioritised				
Peer to Peer (P2P)	N/A		N/A		N/A			
Newsgroups	N/A		N/A		N/A			
Browsing/email	N/A		N/A		N/A			
VOIP (Voice over IP)	N/A		N/A		N/A			
Gaming	N/A		N/A ⁵		N/A			
Audio streaming	N/A		N/A		N/A			
Video streaming	N/A		N/A		N/A			
Music downloads	N/A		N/A		N/A			
Video downloads	N/A		N/A		N/A			
Instant messaging	N/A				N/A			
Software updates	N/A		N/A N/A					
Is traffic management used to manage congestion in particular locations?					NO			
If so how?	The sa	ame practices are	applied during p	eak hours				
		·	·	·	·	· · · · · · · · · · · · · · · · · · ·		

¹ 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.

^{II} This excludes any service, content, application or protocol that an ISP is required to block by UK law and child abuse images as informed by the list provided by the Internet Watch Foundation.

iii KCOM does traffic manage during extremely busy periods. This on a network level.

iv If no entry is shown against a particular traffic type, no traffic management is typically applied to it, though overall network management rules shall apply.

Y Gaming updates and software downloads may be allocated a pre-determined level of bandwidth, network wide, to ensure that high demand for this type of traffic does not impact other traffic types.