KCOM

Traffic Management Policy for KCOM Flex Packages

ADSL Flex BasicTraffic Shaping

Traffic Management Key Facts Indicator[i]

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: ADSL Flex Basic	
Use and availability of services, content, application and protocols on this product	
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, applications or protocols always prioritised?	NO
If so what? *List*	
Are any managed services delivered on this product?	NO
If so what? What impact? *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/upload limits or data usage caps on this product?	3GB
Is traffic management used to manage compliance with data caps and download limits?	YES
Under what circumstances? Once 3GB has been used the service is slowed down for the 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 reduction? Remainder of the month	
Is traffic management used in relation to heavy users?	YES

Section 2: Traffic management to optimise network utilisation (what happens during busy times and places in addition to traffic management as described in section 1)			
Is traffic management used during peak hours?	NO[iii]		
When are typical peak hours?	Weekdays: 6pm until Midnight	Weekends: no set peak hours	
What type of traffic is managed during these periods?[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	N/A
Is traffic management used to manage congestion in particular locations?	NO		
If so how? The same practices are applied during peak hours			

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ADSL Flex Lite Traffic Shaping
Traffic Management Key Facts Indicator[i]

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: ADSL Flex Lite		
Use and availability of services, content, application and protocols on this product		
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, applications or protocols always prioritised?		NO
If so what?	*List*	
Are any managed services delivered on this product?		NO
If so what? What impact?	*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/upload limits or data usage caps on this product?		8GB
Is traffic management used to manage compliance with data caps and download limits?		YES
Under what circumstances?	Once 8GB has been used the service is slowed down for the 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 reduction?	Remainder of the month	
Is traffic management used in relation to heavy users?		YES
Section 2: Traffic management to optimise network utilisation (what happens during busy times and places in addition to traffic management as described in section 1)		
Is traffic management used during peak hours?	NO[iii]	
When are typical peak hours?	Weekdays: 6pm until Midnight	Weekends: no set peak hours
What type of traffic is managed during these periods?[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	N/A

Is traffic management used to manage congestion in particular locations?		NO
If so how?	The same practices are applied during peak hours	

Full Fibre Flex Traffic Shaping

Traffic Management Key Facts Indicator[i]

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: Full Fibre Flex		
Use and availability of services, content, application and protocols on this product		
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, applications or protocols always prioritised?		NO
If so what?	*List*	
Are any managed services delivered on this product?		NO
If so what? What impact?	*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/upload limits or data usage caps on this product?		Unlimited
Is traffic management used to manage compliance with data caps and download limits?		NO
Under what circumstances?	N/A	
Level of speed reduction?	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 busy times and places in addition to traffic management as described in section 1)		
Is traffic management used during peak hours?		NO
When are typical peak hours?	Weekdays: 6pm until Midnight	Weekends: no set peak hours
What type of traffic is managed during these periods?***		

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[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	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 same practices are applied during peak hours	

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[i] 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.

[v] 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.