

Traffic Management Policy for Landlord Services

Landlord Lightstream Basic

Landlord Lightsteam Giga

Landlord Lightstream Super

Landlord Lightstream Ultra

Landlord Plus (not available for new supply)

Landlord Lightstream Mini (not available for new supply)

Landlord Lightstream Lite (not available for new supply)

Landlord Lightstream Pro (not available for new supply)

Landlord Lightstream Basic Traffic Shaping

Traine Wanagemer							
Section 1: Traffic mana	_		•	•			
(not including during b	_				on see Se	ction 2)	
Name of broadband pr							
Use and availability of							
Are any services, conte		ication	is or protocols alwa	ays blocked on this	product?	**	NO
	If so what? List						
Are any services, content, applications or protocols always slowed down?							
If so what? Lis						,	
Are any services, conte		ication	is or protocols alwa	ays prioritised?			NO
If so what? Lis						,	
Are any managed servi							NO
		_		f specific content o	r service d	and explanatio	on of impact
What impact? on any other traffic							
Data caps and downlo							
What are the download							800GB
Is traffic management		manag					YES
Under what circumstar	ces?		Once download limit of 800GB has been used during peak hours of 6pm-				
			0	ne month the servi		ed down for th	ne remainder
				broadband speed	profile		
Level of speed reduction			10Mbps down, 1N				
Duration of speed redu			Remainder of the	month			
Is traffic management		elatio	•				YES
Under what circumstar				een used in peak h	nours		
Level of speed reduction			10Mbps down, 1N				
Duration of speed redu			Remainder of the				
Section 2: Traffic mana	_	-					
(what happens during busy times and places in addition to traffic management as described in section 1)							
Is traffic management used during peak hours?					0		
When are typical peak hours? Weekdays:				Weeken	ds:		
What type of traffic is r			ng these periods?*			Г	
Traffic type		ocked		Slowed down		Prioritised	
Peer to Peer (P2P)	N/	Α		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	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?				
If so how?	The same practices are applied during peak hours			

^{*} 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.

Landlord Lightstream Giga Traffic Shaping

Traffic Manageme	nt Key Fact:	s Indicator *			
Section 1: Traffic man	agement in r	elation to your broa	adhand product		
(not including during	_		•	on see Section 2)	
Name of broadband p				,	
Use and availability o				is product	
Are any services, conto	ent, application	ons or protocols alw	ays blocked on this	product?**	NO
	st	-	-		
Are any services, conto	ent, applicatio	ons or protocols alw	ays slowed down?		NO
If so what? List					
Are any services, conto	ent, applicatio	ons or protocols alw	ays prioritised?		NO
If so what?	st				
Are any managed services delivered on this product?				NO	
If so what?	This would highlight prioritisation of specific content or service and explanation of impact				
What impact? on any other traffic					
Data caps and downlo	pads				
What are the downloa	id/upload lim	its or data usage cap	os on this product?		NO
Is traffic management	used to mana	age compliance with	data caps and dov	vnload limits?	NO
Under what circumsta	nces?	N/A			
Level of speed reducti	on?	N/A			
Duration of speed red	uction?	N/A			
Is traffic management	used in relati	on to heavy users?			NO
Under what circumsta	nces?	N/A			
Level of speed reducti	on?	N/a			
Duration of speed red		N/A			
Section 2: Traffic man	•	•			
	-	•	on to traffic manag	ement as described in	section 1)
Is traffic management used during peak hours?					
When are typical peak hours? Weekdays: Weekends:					
What type of traffic is					
Traffic type	Blocked	d	Slowed down	Prioritised	

^{**}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.

^{***}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.



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	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	rticular locations?	NO	
If so how? The same practices are applied during peak hours			

^{*} 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.

Landlord Lightstream Super Traffic Shaping

Indicator *			
lation to your broa	dhand product		
•	•	on soo Soction 2)	
		on see section 2)	
, , , ,			
ns or protocols alw	ays 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?			
This would highlight prioritisation of specific content or service and explanation of impact			
affic			
ts or data usage cap	s on this product?		NO
ge compliance with	data caps and dov	nload limits?	NO
N/A			
N/A			
N/A			
on to heavy users?			NO
N/A			
N/a			
N/A			
ptimise network ut	ilisation		
nd places in addition	n to traffic manage	ement as described in	section 1)
Is traffic management used during peak hours?			
When are typical peak hours? Weekdays: Weekends:			
ing these periods?*	**		
	d places to manage dlord Lightstreetent, application and ans or protocols always on this product? In	tent, application and protocols on this ns or protocols always blocked on this ns or protocols always slowed down? In sor protocols always prioritised? In sor protocols always prioritised? In sor protocols always prioritised? In this product? In sor protocols always prioritised? In this product? In sor protocols always prioritised? In sor protocols always prioriti	d places to manage network congestion see Section 2) dlord Lightstream Super tent, application and protocols on this product ns or protocols always blocked on this product?** ns or protocols always slowed down? ns or protocols always prioritised? on this product? light prioritisation of specific content or service and explanation of second content or service and explanati

^{**}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.

^{***}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.



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	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 app	lied during peak hours	

^{*} 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.

Landlord Lightstream Ultra Traffic Shaping

Traffic Ivialiage	ement key facts	Illuicatoi			
Section 1: Traffic	management in re	lation to your broa	dband product		
(not including du	iring busy times an	d places to manage	network congesti	on see Section 2)	
Name of broadba	and product: Lan	dlord Lightstre	eam Ultra		
Use and availabi	lity of services, con	tent, application ar	nd protocols on thi	s product	
Are any services,	content, applicatio	ns or protocols alwa	ays blocked on this	product?**	NO
If so what? List					
Are any services,	content, applicatio	ns or protocols alwa	ays 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?	This would high	This would highlight prioritisation of specific content or service and explanation of impact			
What impact?	on any other tro	ıffic			
Data caps and do	ownloads				
		ts or data usage cap			NO
Is traffic manager	ment used to mana	ge compliance with	data caps and dov	nload limits?	NO
Under what circu	mstances?	N/A			
Level of speed re	duction?	N/A			
Duration of speed	d reduction?	N/A			
Is traffic manager	ment used in relation	·			NO
Under what circu		N/A			
Level of speed re	duction?	N/a			
Duration of speed reduction? N/A					
		ptimise network ut			
		-	n to traffic manage	ement as described in	section 1)
	ment used during p	eak hours?		NO	
When are typical	peak hours?	Weekdays:		Weekends:	

^{**}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.

^{***}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.



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	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				

^{*} 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.

Landlord Plus Traffic Shaping

(Not available for new supply)

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 broadban	d product: Land	dlord Plus		
Use and availabilit	y of services, con	tent, application and protocols on this product		
Are any services, co	ontent, applicatio	ns or protocols always blocked on this product?**	NO	
If so what? List				
Are any services, content, applications or protocols always slowed down?				
If so what?	List			
Are any services, content, applications or protocols always prioritised?				
If so what? List				
Are any managed services delivered on this product?				
If so what?	_	light prioritisation of specific content or service and explanation	on of impact	
What impact?	on any other tra	offic The state of		
Data caps and dow				
	•	ts or data usage caps on this product?	100GB	
Is traffic manageme	ent used to mana	ge compliance with data caps and download limits?	YES	
Under what circum	stances?	Once download limit of 100GB has been used during peak h	-	
		Midnight within the month the service is slowed down for t	he remainder	
		of the month to a broadband speed profile		
Level of speed redu	uction?	2Mbps down (Extended Information Rate), 1Mbps (Commit	ted	
Information Rate)				
Duration of speed reduction? Remainder of the month				
Is traffic manageme	ent used in relation		YES	
Under what circum	stances?	Once 100GB has been used in peak hours		

^{**}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.

^{***}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.



Level of speed reduction?	·	2Mbps down (Extended Information Rate), 1Mbps (Committed Information Rate)			
Duration of speed reductio					
Section 2: Traffic managen	nent to optimise network	utilisation			
(what happens during bus	y times and places in addit	ion to traffic manag	ement as described in section 1)		
Is traffic management used during peak hours?					
When are typical peak hou	rs? Weekdays:		Weekends:		
What type of traffic is man	aged 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	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 p	particular locations?	NO		
If so how?	The same practices are a	oplied during peak h	ours		

^{*} 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.

Landlord Lightstream Mini Traffic Shaping

(Not available for new supply)

J	,				
Section 1: Traffic n	Section 1: Traffic management in relation to your broadband product				
(not including duri	ng busy times and	d places to manage network congestion see Section 2)			
Name of broadbar	nd product: Land	llord Lightstream Mini			
Use and availabilit	ty of services, con	tent, application and protocols on this product			
Are any services, co	ontent, application	ns 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, co	ontent, application	ns or protocols always prioritised?	NO		
If so what?	List				
Are any managed s	services delivered	on this product?	NO		
If so what?	This would highl	light prioritisation of specific content or service and explanation	on of impact		
What impact?	on any other tra	ffic			
Data caps and dov	vnloads				
What are the download/upload limits or data usage caps on this product? 500GB					
Is traffic management used to manage compliance with data caps and download limits? YES					
Under what circum	stances?	Once download limit of 500GB has been used during peak h	ours of 6pm-		

^{**}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.

^{***}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.



		Midnight within the month the service is slowed down for the remainder					
			broadband speed	profile			
Level of speed reduction?			10Mbps down, 1Mbps up				
Duration of speed reductio		Remainder of the	month				
Is traffic management used		on to heavy users?				YES	
Under what circumstances	?	Once 500GB has b	peen used in peak l	hours			
Level of speed reduction?		10Mbps down, 1N	Mbps up				
Duration of speed reductio	n?	Remainder of the	month				
Section 2: Traffic managen	nent to o	ptimise network ut	ilisation				
(what happens during bus	y times a	nd places in addition	on to traffic manag	ement as	described in	section 1)	
Is traffic management used	l during p	eak hours?		N	IO		
When are typical peak hou	ours? Weekdays:			Weeken	ds:		
What type of traffic is man	aged duri	ng these periods?*	**				
Traffic type	Blocked	1	Slowed down		Prioritised		
Peer to Peer (P2P)	N/A		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		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	l to mana	ge congestion in pa	rticular locations?		NO		
If so how?	The san	ne practices are app	olied during peak h	ours			

^{*} 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.

Landlord Lightstream Lite Traffic Shaping

(Not available for new supply)

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: Landlord Lightstream Lite					
Use and availabili	Use and availability of services, content, application and protocols on this product				
Are any services, o	content, applications or protocols always blocked on this product?**	NO			
If so what?	List				
Are any services, content, applications or protocols always slowed down?					
If so what?	List				
Are any services, content, applications or protocols always prioritised?					
If so what?	List				
Are any managed services delivered on this product?					
If so what? What impact?	This would highlight prioritisation of specific content or service and explant on any other traffic	ation of impact			

^{**}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.

^{***}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.



Data caps and downloads						
What are the download/upload limits or data usage caps on this product?						600GB
Is traffic management used to manage compliance with data caps and download limits?					its?	YES
Under what circumstances?		Once download limit of 600GB has been used during peak hours of 6pm-				ours of 6pm-
		Midnight within the month the service is slowed down for the remainder				he remainder
		of the month to a broadband speed profile				
Level of speed reduction?		10Mbps down, 1Mbps up				
Duration of speed reduction?		Remainder of the month				
Is traffic management used	l in relatio	n to heavy users?				YES
Under what circumstances	?	Once 600GB has b	Once 600GB has been used in peak hours			
Level of speed reduction?		10Mbps down, 1M	10Mbps down, 1Mbps up			
Duration of speed reduction?		Remainder of the month				
Section 2: Traffic managem	nent to o	ptimise network ut	ilisation			
(what happens during busy	y times aı	nd places in addition	n to traffic manag	ement as	described in s	section 1)
Is traffic management used	during p	eak hours?		N	0	
When are typical peak hours? Wee		Weekdays:		Weeken	ds:	
What type of traffic is mana	aged duri	ng these periods?*	**			
Traffic type	Blocked		Slowed down Prioritise		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		
VOIP (Voice over IP)	N/A		N/A N/A		N/A	
Gaming	N/A		N/A N/A		N/A	
Audio streaming	N/A		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		N/A	
Software updates	N/A		N/A N/A		N/A	
Is traffic management used to manage congestion in particular locations?				NO		
If so how?	The sam	ne practices are app	olied during peak h	ours		

^{*} 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.

Landlord Lightstream Pro Traffic Shaping

(Not available for new supply)

	ment key racts maleator			
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: Landlord Lightstream Pro				
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?				
If so what?	List			
Are any services, content, applications or protocols always prioritised?				

^{**}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.

^{***}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.



If so what?	List					
Are any managed services delivered on this product?					NO	
If so what?	This would highlight prioritisation of specific content or service and explanation of impact					
What impact?	on any other traffic					
Data caps and dow	ınloads					
What are the download/upload limits or data usage caps on this product?					800GB	
Is traffic management used to manage compliance with data caps and download limits?				wnload limits?	YES	
Under what circumstances?		Once downloa	Once download limit of 800GB has been used during peak hours of 6pm-			
		Midnight withi	Midnight within the month the service is slowed down for the remainder			
		of the month t	of the month to a broadband speed profile			
Level of speed redu		10Mbps down,				
Duration of speed r		Remainder of t			_	
Is traffic manageme	ent used in re	lation to heavy users			YES	
Under what circum	stances?	Once 800GB ha	as been used in peak	hours		
Level of speed redu	iction?	10Mbps down,	10Mbps down, 1Mbps up			
Duration of speed r	ration of speed reduction?		Remainder of the month			
	_	to optimise network				
			ition to traffic mana	gement as described in	section 1)	
Is traffic manageme						
When are typical peak hours?			Weekdays: Weekends:			
What type of traffic	is managed	during these periods	?***	1		
Traffic type		cked	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	1	N/A	N/A		
Gaming	N/A	1	N/A	N/A		
Audio streaming	N/A	1	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			particular locations?	NO		
If so how?	The	same practices are a	applied during peak h	nours		
4. —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.

^{**}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.

^{***}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.