KCOM

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

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: Landlord Lightstream 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?**		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?		800GB
Is traffic management used to manage compliance with data caps and download limits?		YES
Under what circumstances?	Once download limit of 800GB has been used during peak hours of 6pm-Midnight within the month the service is slowed down for the 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 in relation to heavy users?		YES
Under what circumstances?	Once 800GB has been used in peak hours	
Level of speed reduction?	10Mbps down, 1Mbps up	
Duration of speed reduction?	Remainder of the month	
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:	Weekends:
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.

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Landlord Lightstream Giga Traffic Shaping

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: Landlord Lightstream Giga		
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?		NO
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?		NO
Under what circumstances?	N/A	
Level of speed reduction?	N/a	
Duration of speed reduction?	N/A	
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:	Weekends:
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		

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Landlord Lightstream Super Traffic Shaping

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: Landlord Lightstream Super			
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?		NO	
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?		NO	
Under what circumstances?	N/A		
Level of speed reduction?	N/a		
Duration of speed reduction?	N/A		
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:	Weekends:	
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		

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**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.

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Landlord Lightstream Ultra Traffic Shaping

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: Landlord Lightstream Ultra			
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?		NO	
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?		NO	
Under what circumstances?	N/A		
Level of speed reduction?	N/a		
Duration of speed reduction?	N/A		
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:		Weekends:

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		

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Landlord Plus Traffic Shaping

(Not available for new supply)

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: Landlord Plus		
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?		100GB
Is traffic management used to manage compliance with data caps and download limits?		YES
Under what circumstances?	Once download limit of 100GB has been used during peak hours of 6pm-Midnight within the month the service is slowed down for the remainder of the month to a broadband speed profile	
Level of speed reduction?	2Mbps down (Extended Information Rate), 1Mbps (Committed Information Rate)	
Duration of speed reduction?	Remainder of the month	
Is traffic management used in relation to heavy users?		YES
Under what circumstances?	Once 100GB has been used in peak hours	

Level of speed reduction?	2Mbps down (Extended Information Rate), 1Mbps (Committed Information Rate)		
Duration of speed reduction?	Remainder of the month		
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:		Weekends:
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		

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Landlord Lightstream Mini Traffic Shaping

(Not available for new supply)

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: Landlord Lightstream Mini		
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?		500GB
Is traffic management used to manage compliance with data caps and download limits?		YES
Under what circumstances?	Once download limit of 500GB has been used during peak hours of 6pm-	

	Midnight within the month the service is slowed down for the 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 in relation to heavy users?				YES
Under what circumstances?	Once 500GB has been used in peak hours			
Level of speed reduction?	10Mbps down, 1Mbps up			
Duration of speed reduction?	Remainder of the month			

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:		Weekends:
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		

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Landlord Lightstream Lite Traffic Shaping

(Not available for new supply)

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: Landlord Lightstream 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?**		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?	600GB
Is traffic management used to manage compliance with data caps and download limits?	YES

Under what circumstances?	Once download limit of 600GB has been used during peak hours of 6pm-Midnight within the month the service is slowed down for the 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 in relation to heavy users?		YES
Under what circumstances?	Once 600GB has been used in peak hours	
Level of speed reduction?	10Mbps down, 1Mbps up	
Duration of speed reduction?	Remainder of the month	

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:		Weekends:
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		

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**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.

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Landlord Lightstream Pro Traffic Shaping

(Not available for new supply)

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: 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?		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?		800GB
Is traffic management used to manage compliance with data caps and download limits?		YES
Under what circumstances?	Once download limit of 800GB has been used during peak hours of 6pm-Midnight within the month the service is slowed down for the 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 in relation to heavy users?		YES
Under what circumstances?	Once 800GB has been used in peak hours	
Level of speed reduction?	10Mbps down, 1Mbps up	
Duration of speed reduction?	Remainder of the month	
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:	Weekends:
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.

**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.