

## 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: Fibre 20 (30GB data cap)	
<i>Use and availability of services, content, application and protocols on this product</i>	
Are any services, content, applications or protocols always blocked on this product? **	No
If so what?	
Are any services, content, applications or protocols always slowed down?	No
If so what?	
Are any services, content, applications or protocols always prioritised?	No
If so what?	
Are any managed services delivered on this product?	No
If so what? What impact?	
<i>Data caps and downloads</i>	
What are the download/upload limits or data usage caps on this product?	30GB monthly data usage cap
Is traffic management used to manage compliance with data caps and download limits?	<p>Yes – if automatic top-up payment cannot be taken</p> <p>When the monthly data usage cap is reached, a customer is charged the unlimited top-up fee (currently £7.50). The data usage cap is removed and unlimited data is made available until the start of the next bill period, when the 30GB monthly data usage cap is reinstated.</p> <p>If an automatic charge cannot be applied, a customer’s speed may be reduced until the charge can be taken, or when the customers next bill period commences (whichever happens first)</p>
Under what circumstances?	The speed reduction may occur if there is an overdue payment on the account, or if this charge is too close to a customer’s credit limit.
Level of speed reduction?	Download reduced to 2Mbps Upload reduced to 0.5Mbps
Duration of speed reduction?	Until the charge can be taken (normally within 24 hours of payment being cleared on Virgin Media’s systems), or when the

	customer's next bill period commences (whichever happens first)
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?	Weekdays:	Weekends:	
<b>What type of traffic is managed during these periods?</b>			
<i>Traffic Type</i>	<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, 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.

In addition to the above practices, X also modifies some traffic to optimise the end-user experience. The rationale for doing so is to make best use of network capacity to support real-time applications and make efficient use of data allowances. This practice is not carried out in a way which targets a particular provider.

## Glossary

**Traffic management:** Traffic management is the term used to describe a range of technical practices undertaken to manage traffic across networks. The different outcomes achieved by the use of technical practices can include:

- the prioritisation of certain types of traffic in busy times or busy areas to ensure that it is of an adequate quality
- the slowing down of certain traffic types that are not time-critical at busy times or busy places
- ensuring compliance with a consumer's contract, for example slowing down of traffic for the heaviest users
- supporting the delivery of managed services, for example to ensure a guaranteed quality of service for a specific piece of content

**Managed services:** The majority of internet traffic is delivered on a "best efforts" basis. A managed service, on the other hand is one whereby an ISP offers "quality of service" that can guarantee a certain level of performance, so that the content, service or application can be delivered without risk of degradation from network congestion. Such a quality of service arrangement can be made between an ISP and a content or service provider or directly between an ISP and the consumer.

**Best Efforts:** This phrase relates to the delivery of internet traffic where traffic management is applied without distinctions based on the source of that traffic.

**Slowed down:** This outcome is achieved by the deployment of technologies that can decrease the priority of traffic types deemed to be non-time critical on the network e.g. slowing down traffic during busy times and busy periods.

**Prioritised:** This outcome is achieved by the deployment of technologies that increase the priority given to certain traffic types, e.g. time-critical traffic such as video. This outcome can also be achieved as a consequence of slowing down other selected traffic which reduces the overall data flow on the network.

**Heavy users:** Heavy users can cause peak traffic volumes to exceed the engineered maximum load. In practice this refers to a very small proportion of users of a network whose use is excessive to the extent that it impacts on other users.

For information from Ofcom on Traffic Management, visit:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/net-neutrality>