

Section 1: Traffic management in relation to your broadband product

(not including during busy times and places to manage network congestion see Section 2)

<i>Use and availability of services, content, application and protocols on this product</i>								
Broadband product name	BT Business Broadband Office	BT Business Broadband Office Unlimited	BT Business Broadband Advance	BT Business Broadband Advance Support	BT Infinity for Business Advance	BT Infinity for Business Advance Support	BT Business Broadband Network	BT Business Broadband Network Premium
Are any services, content, applications or protocols always blocked on this product? **	No	No	No	No	No	No	No	No
Are any services, content, applications or protocols always prioritised?	No	No	No	No	No	No	No	No
Are any managed services delivered on this product?	.							
<i>Data caps and download limits</i>								
Broadband product name	BT Business Broadband Office	BT Business Broadband Office Unlimited	BT Business Broadband Advance	BT Business Broadband Advance Support	BBT Infinity for Business Advance	BT Infinity for Business Advance Support	BT Business Broadband Network	BT Business Broadband Network Premium
What are the download/upload limits or data usage caps on this product?	10GB	Unlimited	50GB	Unlimited	100GB	Unlimited	Unlimited	Unlimited
Is traffic management used to manage compliance with data caps and download limits?	No							
Is traffic management used in relation to heavy users?	No							

**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

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?	Yes		
When are typical peak hours?	Weekdays: 5pm-12pm	Weekends:9am-12pm	
<i>The following traffic types are managed during these periods***:</i>	<i>Blocked</i>	<i>Slowed down</i>	<i>Prioritised</i>
Peer to Peer (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 no entry is shown against a particular traffic type, no traffic management is typically applied to it