

### Section 1: Traffic management in relation to BT Business broadband products

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

Use and availability of services, content, application and protocols on these products								
Broadband product name	BT Business Broadband Wires Only	BT Business Broadband Office / BT Business Broadband	BT Business Broadband Advance	BT Business Broadband Network/ BT Business Broadband Network Premium/ BT Business Broadband Advance Support / BT Business Broadband Office Unlimited / BT Business Broadband Unlimited / BT Business Broadband Premium	BT Business Infinity Essential	BT Business Infinity	BT Infinity for Business Advance	BT Infinity for Business Advance Support / BT Business Broadband (Fibre) / BT Business Infinity Unlimited / BT Business Infinity Premium / BT Business Infinity Ultra / BT Business Infinity on Demand
Are any services, content, applications or protocols always blocked on this product?*	No							
Are any services, content, applications or protocols always prioritised?	No							
What are the download/upload limits or data usage caps on this product?	1GB	10GB	50GB	Unlimited	25GB	50GB	100GB	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?	No		
When are typical peak hours?	Weekdays: 9am, 1pm and 4pm.		
<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