

Section 1: Traffic management in relation to your broadband product

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

Use and availability of services, content, application and protocols on this product					
Broadband product name	ADSL		Fibre 40/10		Fibre 80/20
Product variant (suffix)	10GB	Unlimited	50GB	Unlimited	Unlimited
Are any services, content, applications or protocols always blocked on this product?*	No		No		No
Are any services, content, applications or protocols always prioritised?	No		No		No
Broadband product name	Business broadband		Business fibre broadband		
What are the monthly combined download & upload limits or data usage caps on this product?	10GB	Unlimited	50GB	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			
What are peak hours	Weekdays between 12PM and 2PM			
Target packet allowance (Per month)	100%	100%	97%	NA
The following traffic types are managed during these periods**:	Priority	Elevated	Best efforts	Low priority
VOIP (Voice over IP)	✓			
Video Conference	✓			
Point of Sales / Chip and PIN	✓			
Remote Desktop / Citrix		✓		
VPN (Virtual Private Network)		✓		
Browsing/Email			✓	
Gaming			✓	
Audio streaming			✓	
Video streaming			✓	
Music downloads			✓	
Video downloads			✓	
Instant messaging			✓	
Peer to Peer (P2P)				✓
Newsgroups				✓
Software updates				✓
Is traffic management used to manage congestion in particular locations?	No			

**If no entry is shown against a particular traffic type, best efforts is applied.

Please note: Peak usage may occasionally be caused by a major sporting event or mass software downloads. Timico research and plan ahead for these specific events and manage them accordingly.