

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	Business Broadband Essential	Business Broadband	Business Fibre Essential	Business Fibre
<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?	<i>List</i>			
Are any services, content, applications or protocols always slowed down?		No		
If so what?	<i>List</i>			
Are any services, content, applications or protocols always prioritised?		No		
If so what?	<i>List</i>			
Are any managed services delivered on this product?		No		
If so what?				
What impact?	<i>This would highlight prioritisation of specific content or service and explanation of impact on any other traffic</i>			

Data caps and downloads				
Name of broadband product	Business Broadband Essential	Business Broadband	Business Fibre Essential	Business Fibre
What are the download/upload limits or data usage caps on this product?	50GB	None	50GB	None
Is traffic management used to manage compliance with data caps and download limits?	Yes	No	Yes	No
Under what circumstances?	When subscribed limit is hit. Customer can pay for additional usage or be throttled for remainder of billing month	n/a	When subscribed limit is hit. Customer can pay for additional usage or be throttled for remainder of billing month	n/a
Level of speed reduction?	256kbps	n/a	256kbps	n/a
Duration of speed reduction?	Remainder of billing month	n/a	Remainder of billing month	n/a
Is traffic management used in relation to heavy users?	Yes			
Under what circumstances?	Trigger limits to be in top 2% of users in base			
Level of speed reduction?	12Mbps		18Mbps	
Duration of speed reduction?	1 hour			
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: 8am to 6pm			
	Weekends: 8am to 6pm			
What type of traffic is managed during these periods?***				
<i>Traffic type</i>				

Peer to Peer (P2P)	Yes
Newsgroups	Yes
Browsing/email	
VOIP (Voice over IP)	
Gaming	
Audio streaming	
Video streaming	Yes
Music downloads	Yes
Video downloads	Yes
Instant messaging	
Software updates	Yes
Is traffic management used to manage congestion in particular locations?	No
If so how?	No