



Traffic Management

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	
Are any services, content, applications or protocols always blocked on BT Business Broadband products?*	No
Are any services, content, applications or protocols always prioritised?	No
What are the download/upload limits or data usage caps on this BT Business Broadband?	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.

See business.bt.com/terms for full terms and conditions for BT Business Broadband products.