

# TalkTalk Business Broadband Traffic Management

We want you to enjoy your broadband without having to worry about caps and limits. Our packages are completely unlimited, which means there are no usage caps, extra charges, or speed reductions, even at peak times.

We've signed up to the voluntary [industry code of practice](#) and we're open about our traffic management policies. You can see exactly how our traffic management measures apply to your services below.

| Section 1: Traffic Management in relation to your broadband product* (not including during busy times and places to manage network congestion. See Section 2)                 |   |                |                  |                                    |   |        |
|---|---|----------------|------------------|------------------------------------|---|--------|
| Broadband Product Name  | Applies to all TalkTalk Business Broadband Products |                |                  |                                    |   |        |
| <b>Use and availability of services, content, application and protocols on this product:</b>  |   |                |                  |                                    |   |        |
| Are any services, content, applications, or protocols always blocked on this product?***<br>If so, what?  | NO  |                |                  |                                    |   |        |
| Are any services, content, applications or protocols always slowed down?<br>If so, what?  | NO  |                |                  |                                    |   |        |
| Are any services, content, applications or protocols always prioritised?<br>If so, what?  | NO  |                |                  |                                    |   |        |
| Are any managed services delivered on this product?<br>If so, what?<br>What impact?   | NO  |                |                  |                                    |   |        |
| <b>Data caps and download limits:</b>   |   |                |                  |                                    |   |        |
| Broadband product name  | Business Broadband                                  | Business Fibre | Homeworker Fibre | Full Fibre 100, 200, 300, 500, 900 | Ultrafast Business Full Fibre 150 & 300 | EoFTTC |
| What are the download/upload limits or data usage caps on this product?   | UNLIMITED   |                |                  |                                    |   |        |
| Is traffic management used to manage compliance with data caps and download limits?<br>Under what circumstances?<br>Level of speed reduction?<br>Duration of speed reduction? | NO  |                |                  |                                    |   |        |
| Is traffic management used in relation to heavy users?<br>Under what circumstances?<br>Level of speed reduction?<br>Duration of speed reduction?                              | NO  |                |                  |                                    |   |        |

| Section 2: Traffic management to optimise network utilisation (what happens during busy time and places in addition to traffic management as described in section 1)                                      |                                 |
|---|---------------------------------|
| Is Traffic management used during peak hours?   | NO                              |
| <b>What type of traffic is managed during peak hours?***</b>  |                                 |
| Traffic Type  | Blocked/slowed down/prioritised |
| Peer to Peer (P2P)<br>Newsgroups<br>Browsing/email<br>VOIP (Voice over IP)<br>Gaming<br>Audio Streaming<br>Video Streaming<br>Music downloads<br>Video downloads<br>Instant messaging<br>Software updates | NO                              |
| Data caps and download limits   |                                 |
| What are the download/upload limits or usage caps on this product?  | UNLIMITED                       |

\*This KFI gives an overview of typical traffic management practices undertaken on this product; it does not cover circumstances where exceptional external events may impact on network congestion levels.

\*\*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.

\*\*\*This also excludes those customers who use TalkTalk's products which specifically restrict access to services, content, applications or protocols for example for crime prevention or child protection."

\*\*\*If no entry is shown against a particular traffic type, no traffic management is typically applied to it.

We may keep information about how you are using your broadband to help us understand and manage traffic flows on our network. This information would include personal data such as your IP address and other traffic data including websites you've visited. Your personal data would be protected by our technical safeguards (for instance passwords) and/or organisational safeguards (for instance personnel policies) which are designed to ensure that only authorised members of staff are able to access the personal data for the purposes of traffic management. We would process and retain the personal data in compliance with all relevant UK data protection legislation.