Vodafone Traffic Management Key Facts Indicator

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: Broadband ADSL, Superfast Fibre, Superfast+ Fibre		
Use and availability of services, content, application and protocols on this product		
Are any services, content, applications or protocols always blocked on this product?**		N
If so what?	*Vodafone have an acceptable use policy which is referred to in its T&Cs, however, it does not make a policy of limiting customer's service, and none of our Fixed Line Broadband products have any usage caps.* *On Vodafone's standard Broadband ADSL product, some lines may have their throughput limited to 19Mbit/s. This will not discriminate on traffic type, busy time of the day or usage, but is a network limitation put in place to ensure quality of delivery to all customers, and is 2Mbit/s greater than the advertised product speed.*	
Are any services, content, applications or protocols always slowed down?		N
If so what?	*List*	
Are any services, content, applications or protocols always prioritised?		Y
If so what?	Emergency Calls	
Are any managed services delivered on this product?		N
If so what? What impact?	*This would highlight prioritisation of specific content or service and explanation of impact on any other traffic*	
Data caps and downloads		
What are the download/upload limits or data usage caps on this product?		None
Is traffic management used to manage compliance with data caps and download limits?		N
Under what circumstances?		
Level of speed reduction?		
Duration of speed reduction?		
Is traffic management used in relation to heavy users?		N
Under what circumstances?		
Level of speed reduction?		
Duration of speed reduction?		
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?		N	
When are typical peak hours?	Weekdays:		Weekends:

What type of traffic is managed during these periods?***			
Traffic type	*Blocked*	*Slowed down*	*Prioritised*
Peer to Peer (P2P)			
Newsgroups			
Browsing/email			
VOIP (Voice over IP)			
Gaming			
Audio streaming			
Video streaming			

Music downloads			
Video downloads			
Instant messaging			
Software updates			

* 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.

***If no entry is shown against a particular traffic type, no traffic management is typically applied to it, though overall network management rules shall apply.