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: Epic Link Plans and the Epic Fixed Internet & Telephone Services			
Use and availability of services, content, application and protocols on this product			
Are any services, content, applications or protocols blocked on this product?*			*No*
If so what?	N/A		
Are any services, content, applications and protocols always prioritised?			*No*
If so what?	N/A		
Are any services, content, applications and protocols always slowed down?			*No*
If so what?	N/A		
Are any managed services delivered on this product?			*No*
Data Caps and Download Limits			
What are the download/upload limits or data usage caps on this product?			*As defined in your tariff specific terms and conditions*
Is traffic management used to manage compliance with data caps and download limits?			*No*
Is traffic management used in relation to heavy users?			*Yes, we would block / throttle in the event activity is harmful to our network*

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, but only if data traffic during this time is affecting other customers or congesting the area. **
When are typical peak Hours?	Weekdays: 6.00pm – 1.00am		Weekends: 2.00pm – 1am
What type of traffic is managed during this period?	*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		✓	
Is traffic management used to manage congestion in particular locations			Yes, but only if data traffic during this time is affecting other customers or congesting the area. **

* This excludes services, content, applications or protocols that an ISP is required to block by Law
** Traffic management allows fairer access to the internet for everyone and ensures that even during peak periods all customers can get good internet speed and make the most of their service.