

## Traffic Management Key Facts Indicator \*

| <b>Section 1: Traffic management in relation to your broadband product<br/>(not including during busy times and places to manage network congestion see Section 2)</b> |   |
|--|---|
| Name of broadband product: All Virgin Mobile 4G and 5G plans   |   |
| <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? **  | No  |
| If so what?  | If you have Parental Control switched on, we will restrict access to sites containing adult material. New customers will have Parental Control switched on by default, this setting can be changed by logging into your mobile account at <a href="https://mobile.virginmedia.com">https://mobile.virginmedia.com</a>   |
| Are any services, content, applications or protocols always slowed down?   | No  |
| If so what?  | Not applicable  |
| Are any services, content, applications or protocols always prioritised?   | No  |
| If so what?  | Not applicable  |
| Are any managed services delivered on this product?  | No  |
| If so what?<br>What impact?  | Not applicable  |
| <b>Data caps and downloads</b>   |   |
| What are the download/upload limits or data usage caps on this product?  | <p>Virgin Mobile does not limit download/upload speed.</p> <p>When using the radio access network hosted by BT/EE, there is a speed cap of 85Mbps for download and 35Mbps for upload.</p> <p>When using the 5G capable radio access network hosted by Vodafone, it does not limit download/upload speed.</p> <p>Please note that mobile data speeds can also depend on mobile device type, signal level and network congestion.</p> <p>All price plans have a data allowance. Data add-on can also be purchased. Full details of our offer can be found at <a href="http://www.virginmedia.com/mobile">www.virginmedia.com/mobile</a></p> |
| Is traffic management used to manage compliance with data caps and download limits?  | No  |
| Under what circumstances?  | Not applicable  |
| Level of speed reduction?  | Not applicable  |
| Duration of speed reduction?   | Not applicable  |
| Is traffic management used in relation to heavy users?   | No  |
| Under what circumstances?  | Not applicable  |
| Level of speed reduction?  | Not applicable  |
| Duration of speed reduction?   | Not applicable  |
| <b>Section 2: Traffic management to optimise network utilisation</b>   |   |
| Is traffic management used during peak hours?  | No  |
| When are typical peak hours?   | Not applicable  |
| <b>What type of traffic is managed during these periods?</b>   |   |

| <i>Traffic Type</i>  | <i>Blocked</i>   | <i>Slowed down</i> | <i>Prioritised</i> |
|--|--|--------------------|--------------------|
| 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                |
| If so how?   | <p>Video Optimisation works by delivering video at a data rate just above the rate required for playing that video, streaming the same content at a gentler pace while ensuring smooth playback at the best suitable quality for your connection speed. This also means quicker video loading times and less buffering on your device.</p> <p>The primary purpose of this is to enhance the mobile video experience for you while delivering videos most efficiently through our network. You can still watch HD videos when streaming and up to 4K on 4K capable devices.</p> |                    |                    |

\* 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.

## Glossary

**Traffic management:** Traffic management is the term used to describe a range of technical practices undertaken to manage traffic across networks. The different outcomes achieved by the use of technical practices can include:

- the prioritisation of certain types of traffic in busy times or busy areas to ensure that it is of an adequate quality
- the slowing down of certain traffic types that are not time-critical at busy times or busy places
- ensuring compliance with a consumer's contract, for example slowing down of traffic for the heaviest users
- supporting the delivery of managed services, for example to ensure a guaranteed quality of service for a specific piece of content

**Managed services:** The majority of internet traffic is delivered on a "best efforts" basis. A managed service, on the other hand is one whereby an ISP offers "quality of service" that can guarantee a certain level of performance, so that the content, service or application can be delivered without risk of degradation from network congestion. Such a quality of service arrangement can be made between an ISP and a content or service provider or directly between an ISP and the consumer.

**Best Efforts:** This phrase relates to the delivery of internet traffic where traffic management is applied without distinctions based on the source of that traffic.

**Slowed down:** This outcome is achieved by the deployment of technologies that can decrease the priority of traffic types deemed to be non-time critical on the network e.g. slowing down traffic during busy times and busy periods.

**Prioritised:** This outcome is achieved by the deployment of technologies that increase the priority given to certain traffic types, e.g. time-critical traffic such as video. This outcome can also be achieved as a consequence of slowing down other selected traffic which reduces the overall data flow on the network.

**Heavy users:** Heavy users can cause peak traffic volumes to exceed the engineered maximum load. In practice this refers to a very small proportion of users of a network whose use is excessive to the extent that it impacts on other users.

For information from Ofcom on Traffic Management, visit: <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/net-neutrality>