

BT Website audit
Broadband speeds information

The Broadband Speeds Code of Practice requires that providers make specific information available during the sales process and on the website more generally. Some further information is required if available or if requested by the customer. The following table explains which information was tested and whether this is mandatory:

Location	Information	Question	Notes
During online sales process	Estimated speed range displayed prominently	2.5	Mandatory (unless range is very narrow, in which case a midpoint may be used)
	Estimated midpoint speed	2.4	Optional
	Minimum guaranteed speed	2.6	Optional unless requested, mandatory when requested
	Throughput speed	2.7	Only to be provided where available, which is uncommon
	Explanation that speeds given are estimates	2.12	Mandatory
	Information about what can affect the speed of a broadband service, including traffic management and fair usage policy where applicable (see below)	2.13, 2.14, 2.21	Mandatory
	Information about the Broadband Speeds Code of Practice	2.15	Optional; mandatory only in post-sale information
	Customer should contact the ISP if their speed falls below the minimum guaranteed	2.17	Mandatory
	What would happen if speeds were below the minimum guaranteed	2.16, 2.18a	Optional unless requested, mandatory when requested
On website	Speed checker	2.0, 2.1	Mandatory
	Fair Usage Policy in a way that is clear and comprehensible	2.18	Mandatory where applicable
	Explanation of how customers can check and maximise their speeds	2.20	Mandatory (not directly tested)
	Traffic Management/Shaping Policy in a way that is clear and comprehensible	3.1	Mandatory where applicable

Section 1: General

1.0: Date of website assessment: 11/11/2016

1.1: Time started website assessment: 10.30am

1.2: Time finished website assessment: 12.00pm

1.3: How did you find the majority of the information: Click through pages
Information was mostly found by following a typical customer journey. There was supplementary information on 'FAQs' which was available to customers

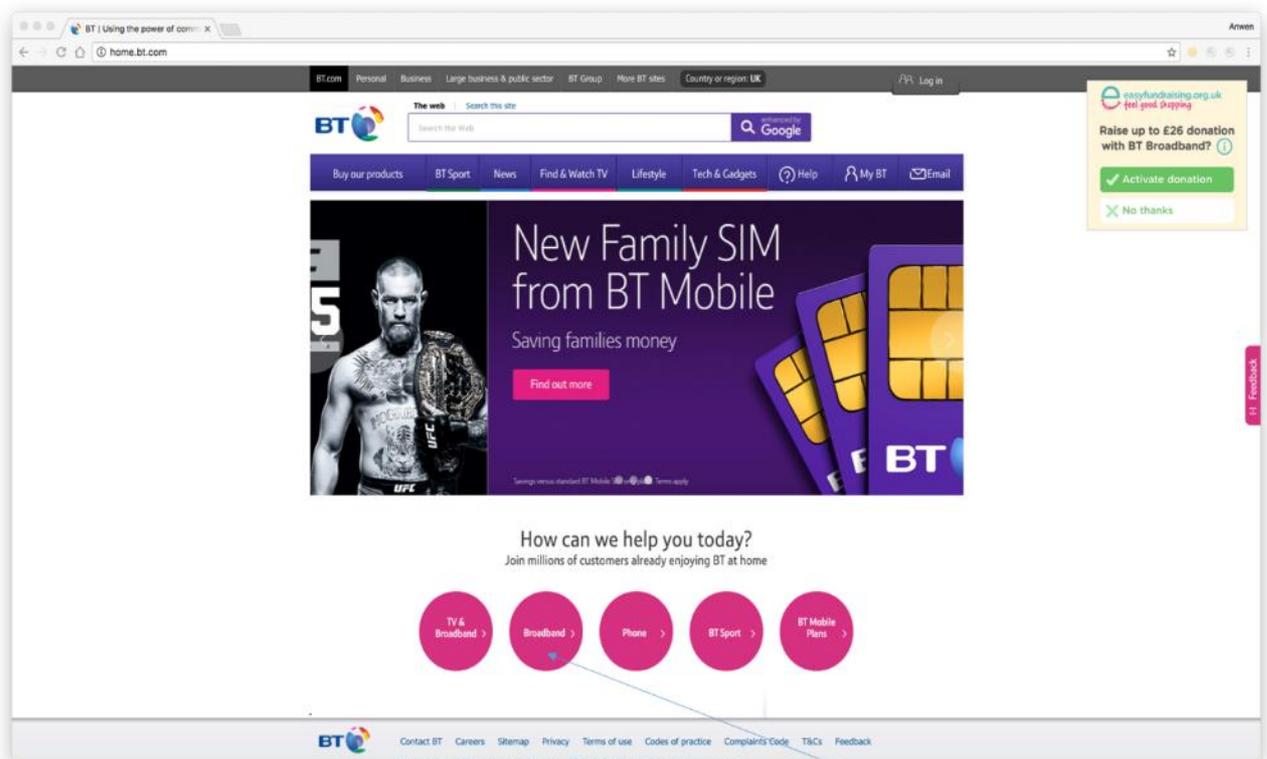
Section 2: Audit information

2.0 Was there a broadband speed checker facility? Yes

2.1 Where was the broadband speed checker found? www.productsandservices.bt.com

This was on the home page for 'broadband' as routed to from the BT homepage.

So just 1 click away.



BT homepage accessed through googling BT. Selected 'Broadband'

productsandservices.bt.com

BT.com Personal Business Large business & public sector BT Group More BT Sites Country or region: UK Log in

The cookie settings on this webpage are set to 'allow all cookies' to give you the very best experience. If you continue without changing these settings you consent to this – but if you want you can change your settings at any time at the bottom of this page.

Find out more about cookies > Change settings >

BT Search

Home Broadband TV + Broadband Phone BT Sport BT Mobile Buy BT Accessories Existing customers

Broadband packages About Broadband Upgrade my BT Broadband Manage my BT Broadband extras About Smart Hub How to switch

BT Broadband Deals

BT Infinity.
The UK's most powerful Wi-Fi.

Faster Wi-Fi in more rooms.
vs. major broadband providers.

Find out more >

Already got broadband? Click here to claim your online exclusive reward >

Which broadband is available in your area?

Why are we asking this?

Landline Postcode Check Now >

I don't know my landline number Remember my details on this device

We may call you about our services. If you'd rather we didn't, please untick the box

Feedback

productsandservices.bt.com

BT.com Personal Business Large business & public sector BT Group More BT Sites Country or region: UK Log in

BT Search

Home Broadband TV + Broadband Phone BT Sport BT Mobile Buy BT Accessories Existing customers

Broadband packages About Broadband Upgrade my BT Broadband Manage my BT Broadband extras About Smart Hub How to switch

BT Broadband Deals

BT Infinity.
The UK's most powerful Wi-Fi.

Faster Wi-Fi in more rooms.
vs. major broadband providers.

Find out more >

Already got broadband? Click here to claim your online exclusive reward >

< Start again

Yes! You can get superfast BT Infinity

FIBRE BROADBAND

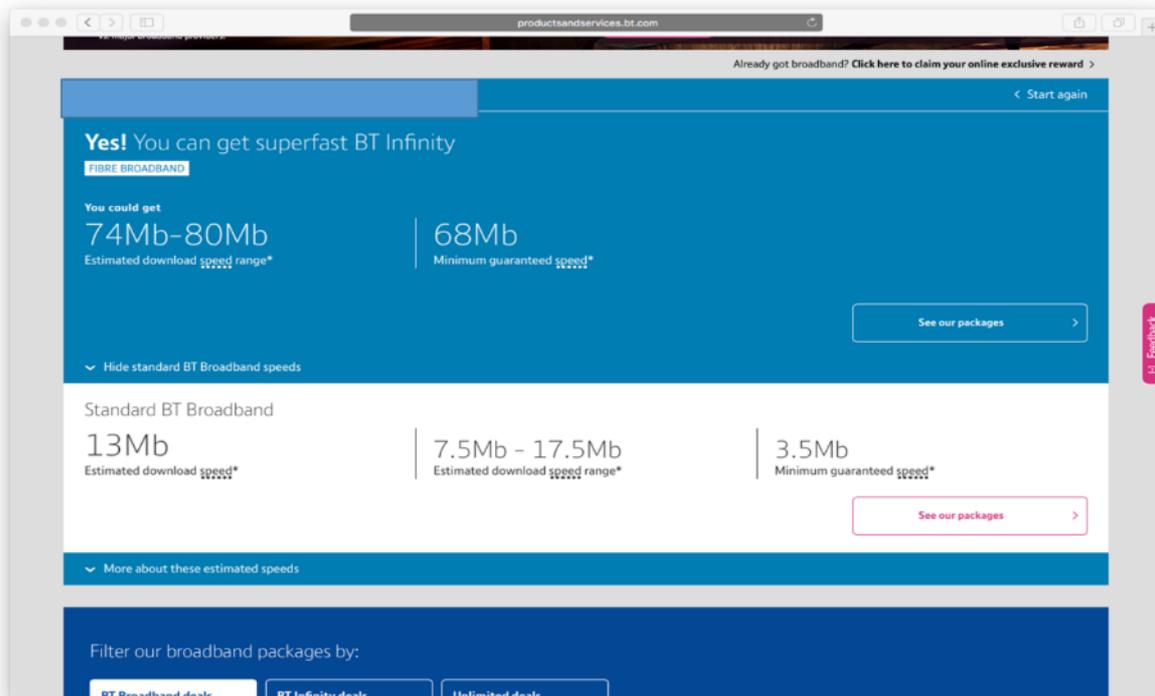
You could get

74Mb–80Mb Estimated download speed range*	68Mb Minimum guaranteed speed*
--	-----------------------------------

See our packages >

> See standard BT Broadband speeds

Feedback



2.4 Estimated mid-point ADSL line speed provided? YES, 13Mb

2.5: Range of estimated ADSL speed provided? YES 7.5-17.5Mb

2.6 Minimum guaranteed speed provided ADSL? YES 3.5Mb

2.7 Throughput speed provided ADSL? NO

2.4b Estimated mid-point VDSL line speed provided? NO

2.5b: Range of estimated VDSL speed provided? YES 74-80Mb

2.6b Minimum guaranteed speed provided? YES 68Mb

2.7 Throughput speed provided VDSL? NO

2.11 If fibre optic broadband/ cable was 'coming soon' at your address, what information was provided about this?

N/A as service available

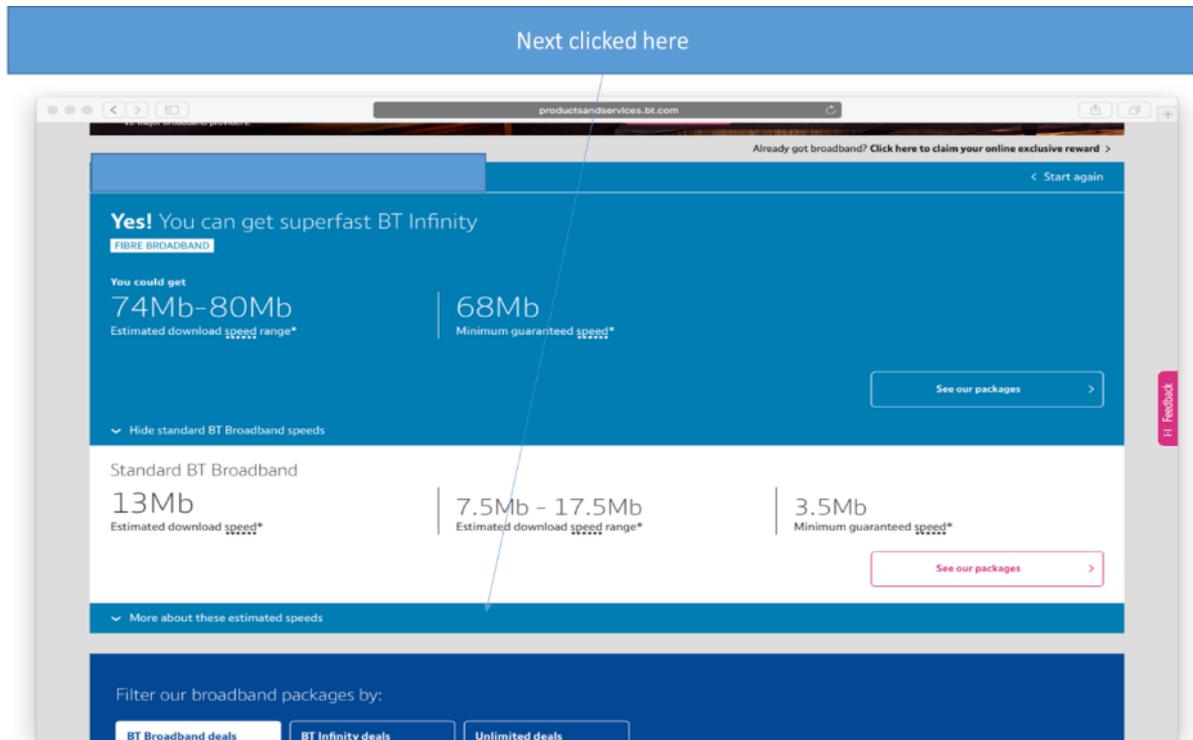
2.12 Did the text in/ around the line checker indicate that the speeds given were an estimate? YES

Underneath range text says 'estimated download speed range'

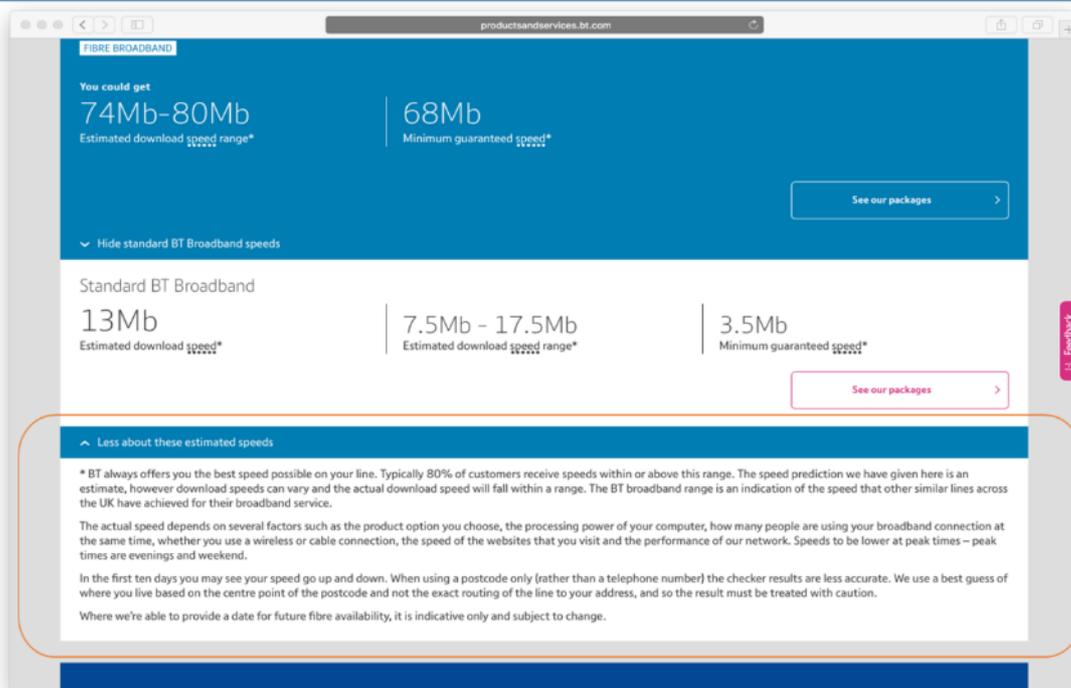
Underneath midpoint (ADSL) says 'estimated download speed'

2.13. Was there any information about what can affect the speed of your broadband connection within the broadband speed checking facility?

YES. On a drop down box that was accessed through clicking on 'more about these estimated speeds'



This is where the * on 'estimated speed range' refers to as well as being the area where more information is provided if you click on the arrow

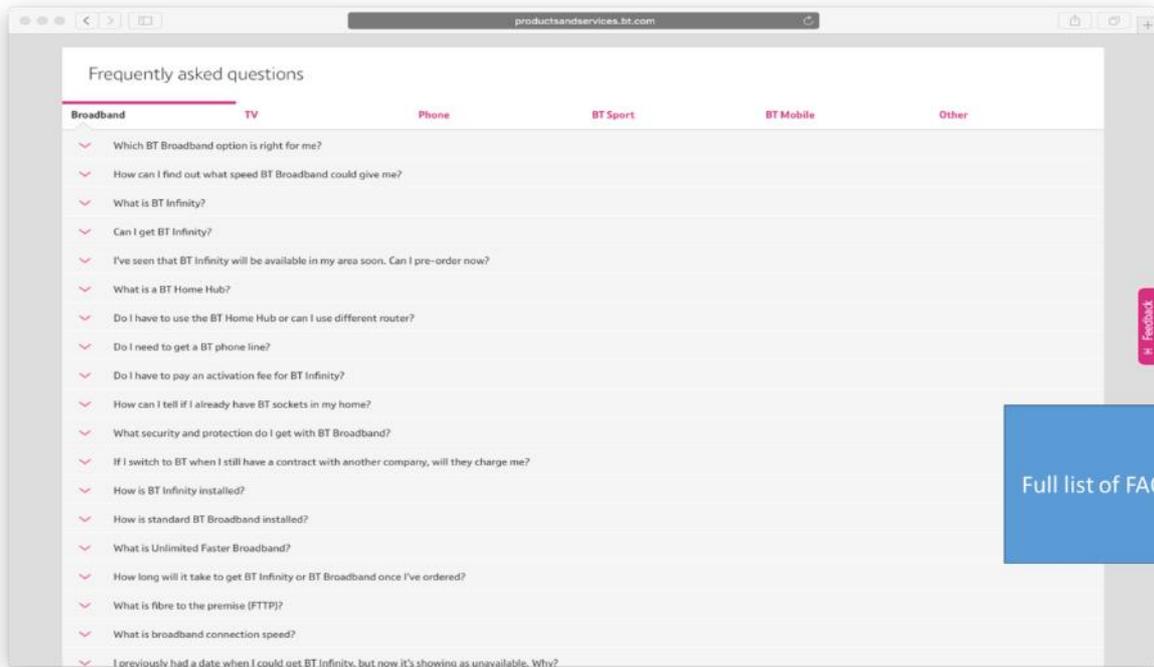


2.14 Please select what was mentioned **IN THE SPEED CHECKER FACILITY**

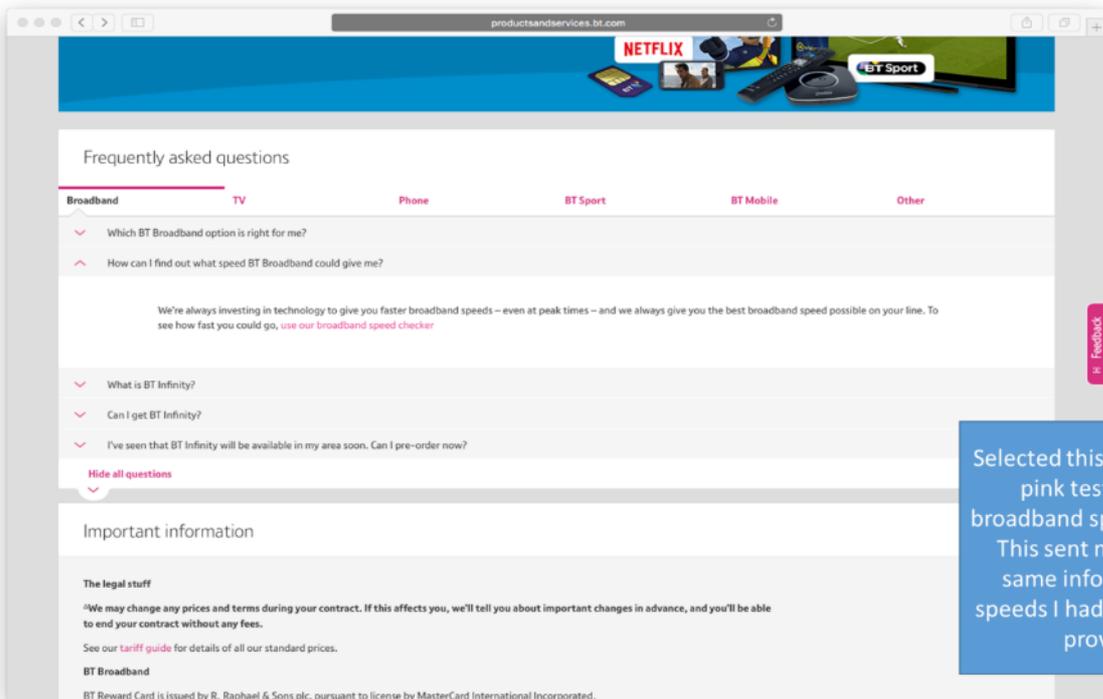
a. Distance from telephone exchange	NO
b. The wiring quality e.g. fibre optic/copper wire explanation	NO
c. How busy the network is/the number of people online at any one time	NO
d. The network capacity of the broadband provider	YES: states 'performance of our network'
e. The time of day/day of week	YES
f. Quality of the phone line	NO
g. Their traffic management policy	NO
h. Their fair usage policy and any specific limits	NO
i. Interference from electrics/devices at home – e.g. the layout of house, number of devices using electricity, number devices using wireless connections	NO
j. Other (please specify)	YES: Performance of network/ No. of people using the BB connection at home, BB package subscribed to, whether using Wi-Fi or Ethernet, processing speed of computer

2.15 Any other relevant information found? YES in FAQs.

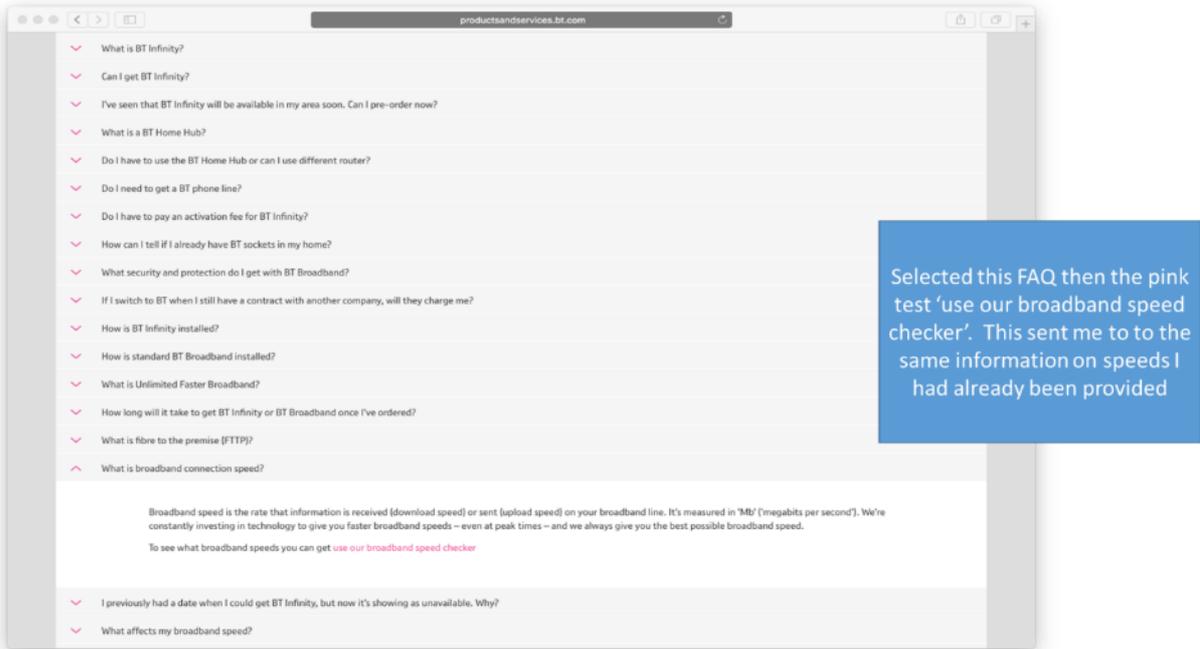
The screenshot shows the BT website's frequently asked questions section for broadband services. The page is titled 'Frequently asked questions' and has tabs for 'Broadband', 'TV', 'Phone', 'BT Sport', 'BT Mobile', and 'Other'. The 'Broadband' tab is selected, showing a list of questions with expandable arrows. The questions include: 'Which BT Broadband option is right for me?', 'How can I find out what speed BT Broadband could give me?', 'What is BT Infinity?', 'Can I get BT Infinity?', and 'I've seen that BT Infinity will be available in my area soon. Can I pre-order now?'. Below the FAQ section is an 'Important information' section with a sub-section 'The legal stuff' containing text about price and terms changes, and a 'BT Broadband' section mentioning the BT Reward Card. At the bottom of the page, there are navigation links for 'Broadband', 'TV', 'Phone', 'BT Sport', 'BT Mobile', 'Offers', and 'Broadband Offers'. A blue callout box on the right side of the page states: 'FAQs are found at the bottom of the page where the speed checker appears'.



Full list of FAQs

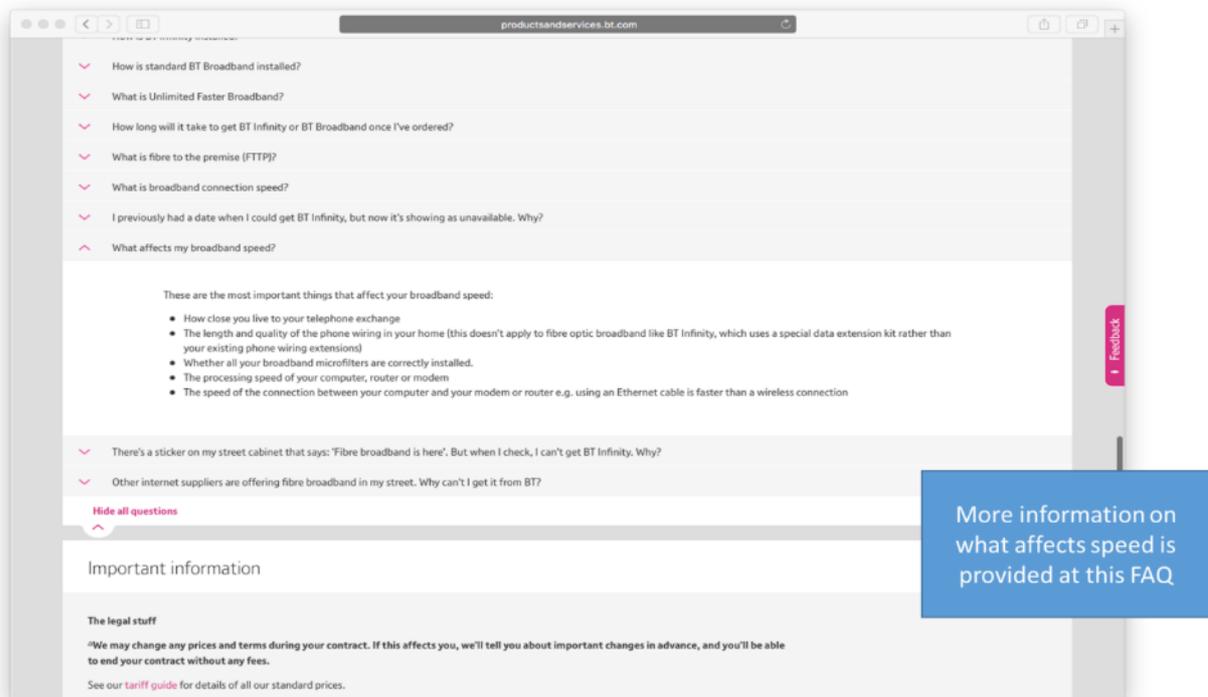


Selected this FAQ then the pink test 'use our broadband speed checker'. This sent me to to the same information on speeds I had already been provided



Key FAQ

One FAQ had more information about what affects speed.



2.16. Was there any information about what would happen if the speed you received was below the minimum guaranteed speed? YES: It states what the guaranteed minimum speed will be and says 'We'll always try to restore your speed. If you actual speed stays below this minimum we won't charge you if you decide to leave your broadband contract.'

However, this was located right at the end of the purchase journey. See slides below.

Filter our broadband packages by:

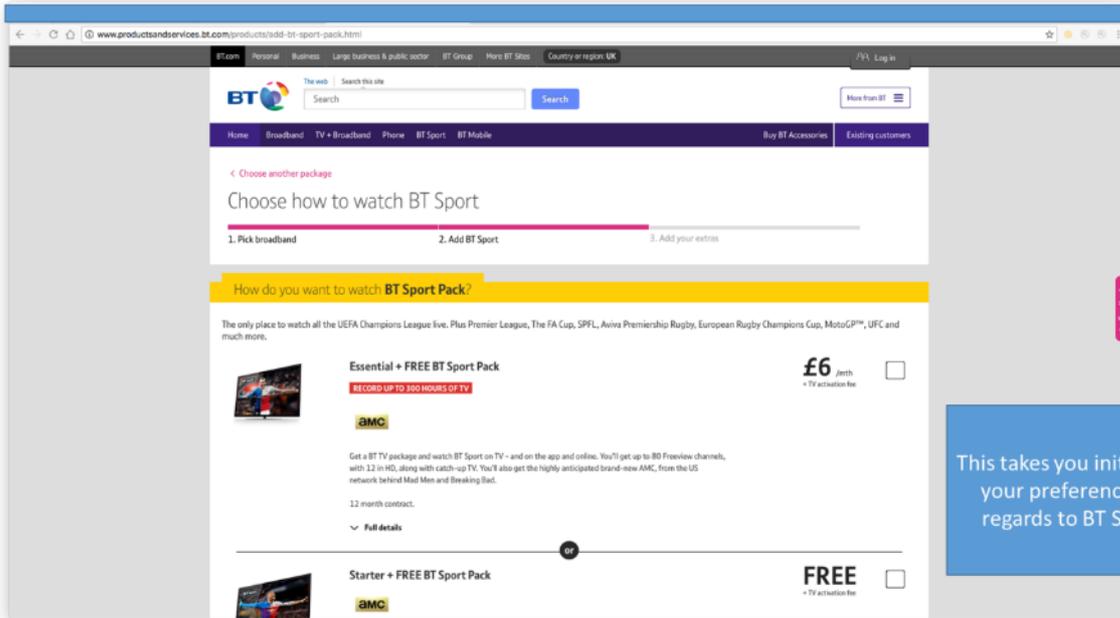
- BT Broadband deals
Great everyday broadband
- BT Infinity deals
BT's fibre broadband
- Unlimited deals
Unlimited usage every month

Our broadband packages	Infinity 1	Unlimited Infinity 1	Unlimited Infinity 2
Hurry! Offers ending soon	25% new customer discount	Save up to 48% a month Online exclusive Hurry! Offer ends soon 3d 12h 45m 59s	
Speed (up to)	38Mb 52Mb	38Mb 52Mb	76Mb
Monthly Usage	25GB	Unlimited	Unlimited
BT Cloud Storage	5GB	100GB	500GB Worth over £100 /year
Online Security	BT Virus Protect on 2 devices & BT Parental Controls	BT Virus Protect on 2 devices & BT Parental Controls	BT Virus Protect on 15 devices & BT Parental Controls
BT Sport	Hurry add BT Sport! From FREE!	Hurry add BT Sport! From FREE!	Hurry add BT Sport! From FREE!
BT Hub	NEW BT Smart Hub the UK's most powerful wi-fi signal	NEW BT Smart Hub the UK's most powerful wi-fi signal	NEW BT Smart Hub the UK's most powerful wi-fi signal

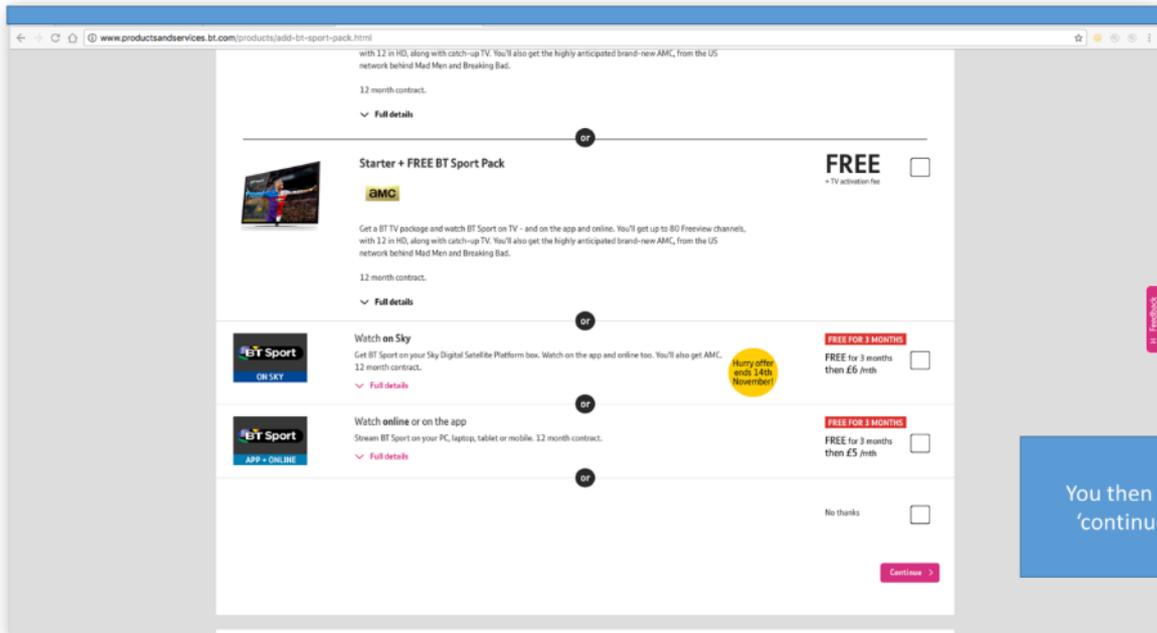
Underneath the speed information you can select the types of packages you are interested in

Our broadband packages	Infinity 1	Unlimited Infinity 1	Unlimited Infinity 2
Hurry! Offers ending soon	25% new customer discount	Save up to 48% a month Online exclusive Hurry! Offer ends soon 3d 12h 40m 23s	
BT Hub	NEW BT Smart Hub the UK's most powerful wi-fi signal	NEW BT Smart Hub the UK's most powerful wi-fi signal	NEW BT Smart Hub the UK's most powerful wi-fi signal
Inclusive Landline Calls	UK weekend calls	UK weekend calls	UK weekend calls
Online exclusive rewards	£125 BT Reward Card Hurry! Offer ends 10d 12h 40m 23s	£125 BT Reward Card Hurry! Offer ends 10d 12h 40m 23s	£125 BT Reward Card Hurry! Offer ends 10d 12h 40m 23s
Total cost	12-month contract £29.99 ^Δ /mth Includes BT Line rental	12-month contract £39.99 ^Δ /mth NOW £29.99 ^Δ /mth Includes BT Line rental	12-month contract £49.99 ^Δ /mth Includes BT Line rental
Cost breakdown	Upfront £59.99	Upfront £59.99	Upfront £9.99
	Select and personalise >	Select and personalise >	Select and personalise >

Underneath the information you then hit 'select and personalize'



This takes you initially to your preferences in regards to BT Sport



You then hit 'continue'

www.productsandservices.bt.com/products/options/

BT.com Personal Business Large business & public sector BT Group More BT Sites Country or region: UK

Search

Home Broadband TV > Broadband Phone > BT Sport > BT Mobile Buy BT Accessories Existing customers

< Add BT Sport

Add your extras

1. Pick broadband 2. Add BT Sport 3. Add your extras

Add a 4G BT Mobile SIM to your package

Because you're getting BT Broadband at home, we've given you a £5 monthly discount on our BT Mobile SIM Only plans. Don't forget once your broadband is installed all your household is eligible for this discount.

BT Mobile 500MB Plan

Minutes: Unlimited Tests: Unlimited

GET UNLIMITED MINUTES INSTEAD OF 200

10d 12h 36m 15s

£30 Gift Card

£5 /mth Includes your £5 a month discount

Full details

BT Mobile 2GB Plan 4GB Plan

Minutes: 500 Tests: Unlimited

BROADBAND EXCLUSIVE! GET £5 FOR THE PRICE OF 2GB

£10 /mth Includes your £5 a month discount

£60 Gift Card

Monthly costs

Unlimited Broadband £6

Monthly line rental £18.99

One-off costs

Home Hub delivery charge £9.99

Monthly contract cost with offers **£24.99**

Monthly contract cost £24.99

One-off costs £9.99

Get this package

You then hit 'get this package'

www.productsandservices.bt.com/products/options/

Select your Broadband extras

The UK's most powerful wi-fi signal

The new BT Smart Hub is packed with the latest tech to give you reliable home wi-fi, with superfast connections even in hard-to-reach places.

Save £79.99

RRP-£129.99 £50

Full details

Online Security Software

Upgrade to BT NetProtect Plus and get online security on 13 extra devices.

FREE for 1 month then £3.70 /mth

Full details

Select your Phone extras

Unlimited Evening & Weekend Calls

You'll get inclusive calls to UK* landlines, including 03, 0845 and 0870 numbers, every evening between 7pm and 7am, and at weekends. That's great value!

£3.50 /mth

Full details

Unlimited Anytime Calls

All calls to UK landlines* are included in this package. And no matter what time of day it is, you won't be charged anything extra for calls to 0845 and 0870 numbers.

OFFER ENDS

3d 12h 36m 00s

WAS £8.50 £6.50 /mth

Full details

BT Privacy Caller Display

The option to register for the Telephone Preference Service (TPS) to help prevent unwanted sales calls. See who's calling with Caller Display.

FREE for 12 months then £1.75 /mth

Full details

Monthly costs

Unlimited Broadband £6

Monthly line rental £18.99

One-off costs

Home Hub delivery charge £9.99

Monthly contract cost with offers **£24.99**

Monthly contract cost £24.99

One-off costs £9.99

Get this package

You then hit 'get this package'

www.productsandservices.bt.com/products/options/

BT Privacy Caller Display
The option to register for the Telephone Preference Service (TPS) to help prevent unwanted sales calls. See who's calling with Caller Display.
[Full details](#)

FREE for 12 months then £1.75 /mth

Block those nuisance calls
The BT8600 is an amazing bit of tech. Now it's YOU who decides whether to answer a call, block it, or send it to answerphone. (You'll need to activate the Caller Display service on your account, but that only takes a minute or two).
[Full details](#)

Save up to **42%** when you buy online

Single handset RRP-£59.99 £34.99	<input type="checkbox"/>	Two handsets RRP-£79.99 £49.99	<input type="checkbox"/>
Three handsets RRP-£99.99 £59.99	<input type="checkbox"/>	Four handsets RRP-£119.99 £89.99	<input type="checkbox"/>

Friends & Family International
Call the world without worrying about the cost with cheap call rates to 234 international destinations.
[Full details](#)

£1.35 /mth

International Freedom
Get inclusive calls to 36 of our most popular international destinations, plus low call rates to the rest of the world.
[Full details](#)

£7.50 /mth

Line Rental Saver
Instead of paying for your line rental monthly, pay 12 months' standard line rental up front and get 10% off.
[Full details](#)

£205.08 /year

Line Rental Plus
If you've got a BT phone line or BT Broadband, Line Rental Plus lets you pay your bills when they arrive, instead of by Direct Debit, and you'll get these great features at no extra cost.
[Full details](#)

£20.99 /mth

Monthly costs

Unlimited Broadband	£6
Monthly line rental	£18.99
One-off costs	
Home Hub delivery charge	£9.99

Monthly contract cost with offers **£24.99**

Monthly contract cost £24.99

One-off costs £9.99

[Get this package](#)

You then hit 'get this package'

British Telecommunications plc (GB) https://www.productsandservices.bt.com/consumerOrders/control/orderproduct?productId=CDN-27456&productKey=CDN-DUAL&BP=80343017&BO_SOS=UWCLJBBX_ZO_12M8Y&genericKey=CO...

BT At home [View help & tips](#)

Progress your order

Now you've chosen your package we just need a few more details to complete your order.

Do you have a working landline with BT or another company?

Yes, I have a working phone number

No, I don't have a working landline and I'd like a new BT phone service

Please enter the postcode of where you'd like your new phone line.

Postcode *

Don't know your postcode?

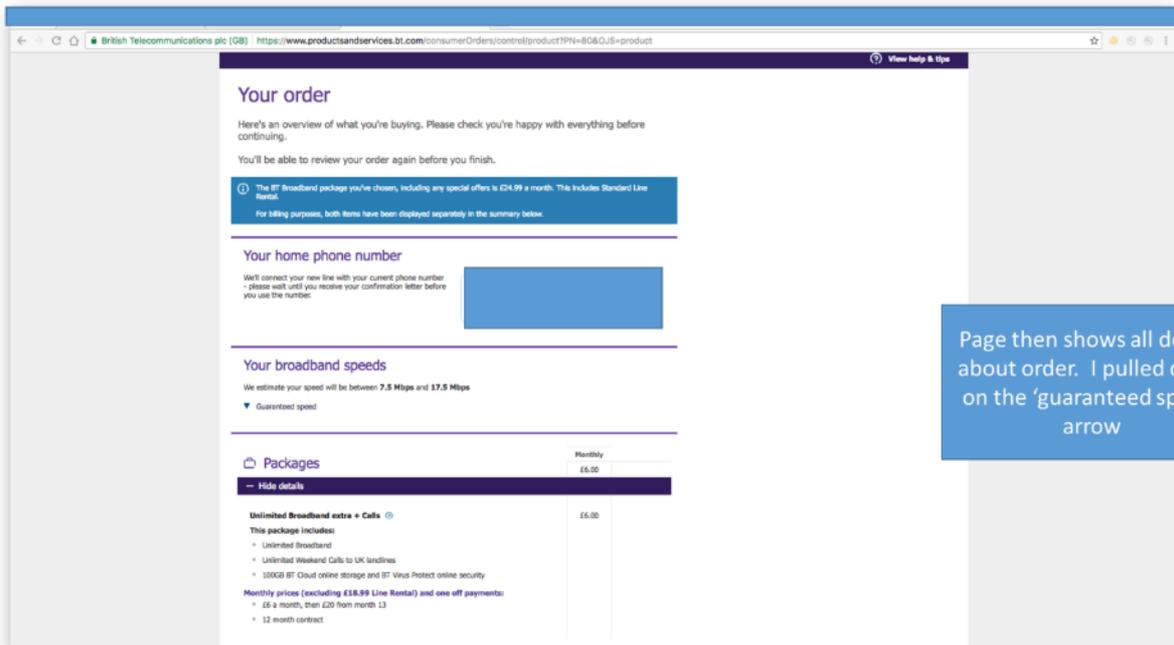
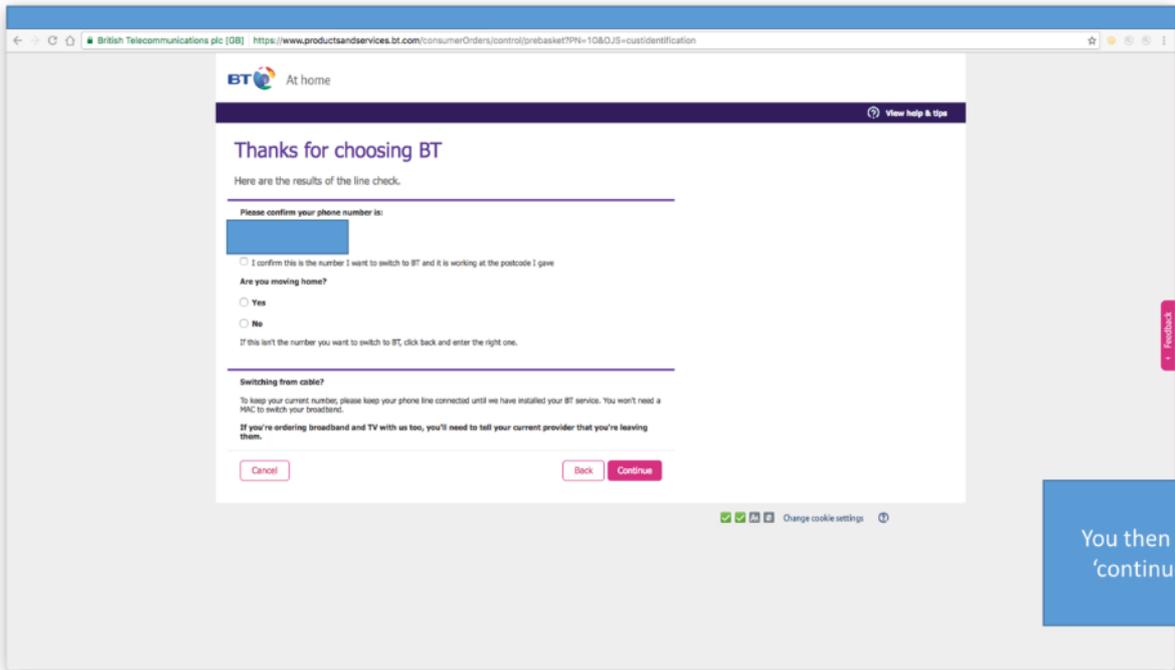
Your email address

If, for some reason, we can't complete your order today, we'll email you.

Email address:

[Feedback](#)

You then hit 'continue with your order'



British Telecommunications plc [GB] https://www.productsandservices.bt.com/consumerOrders/control/product?PN=80&OJS=product

Your order

Here's an overview of what you're buying. Please check you're happy with everything before continuing.

You'll be able to review your order again before you finish.

The BT Broadband package you've chosen, including any special offers is £24.99 a month. This includes Standard Line Rental.

For billing purposes, both items have been displayed separately in the summary below.

Your home phone number

We'll connect your new line with your current phone number - please wait until you receive your confirmation letter before you use the number.

Your broadband speeds

We estimate your speed will be between **7.5 Mbps** and **17.5 Mbps**

▲ Guaranteed speed
Your guaranteed minimum speed is 3.5 Mbps. We'll always try to restore your speed. If your actual line speed stays below this minimum we won't charge you if you decide to leave your broadband contract.

Packages

	Monthly
Unlimited Broadband extra + Calls	£6.00
This package includes:	
<ul style="list-style-type: none"> Unlimited Broadband Unlimited Weekend Calls to UK landlines 100GB BT Cloud online storage and BT Virus Protect online security 	
Monthly prices (excluding £18.99 Line Rental) and one off payments:	
<ul style="list-style-type: none"> £6 a month, then £20 from month 13 12 month contract 	

This then tells you that you can leave if the line speed is below the minimum

British Telecommunications plc [GB] https://www.productsandservices.bt.com/consumerOrders/control/product?PN=80&OJS=product

Phone

	Monthly
Standard Line Rental	£18.99
Pay by Direct Debit in monthly instalments.	

One off charges

	One-off
Broadband activation fee	£0.00
This is the charge for activating your BT.	
Delivery charge	£9.99
This is the charge for the delivery of your equipment.	
BT Home Hub 4	£0.00
The BT Home Hub router lets you connect to broadband wired or wireless	

Total

One-off charges	£9.99
Monthly cost including any offers	£24.99

Important information about your broadband speed:
The speed quoted is your personalised speed estimate:
The speed you get depends on:

- Your home wiring
- How many people use your broadband connection at the same time
- When you use your connection - peak times are evenings and weekends
- How we manage the network

In the first ten days you may see your speed vary. Don't worry, that's normal. If your broadband connection speed after the first ten days is significantly lower than this estimate you should contact us within 3 months of your contract starting.

For more information visit bt.com/yourbroadbandspeed

Scroll down for more detail. Went to URL as directed which took me to the speed checker results once more. Page after this was regarding payment and I didn't want to inadvertently sign up for the service.

2.17a Did the information state that you would need to contact the ISP if this happened?

NO

2.18a Did the information state that ultimately you can leave the contract if the speed continues to be below this level?

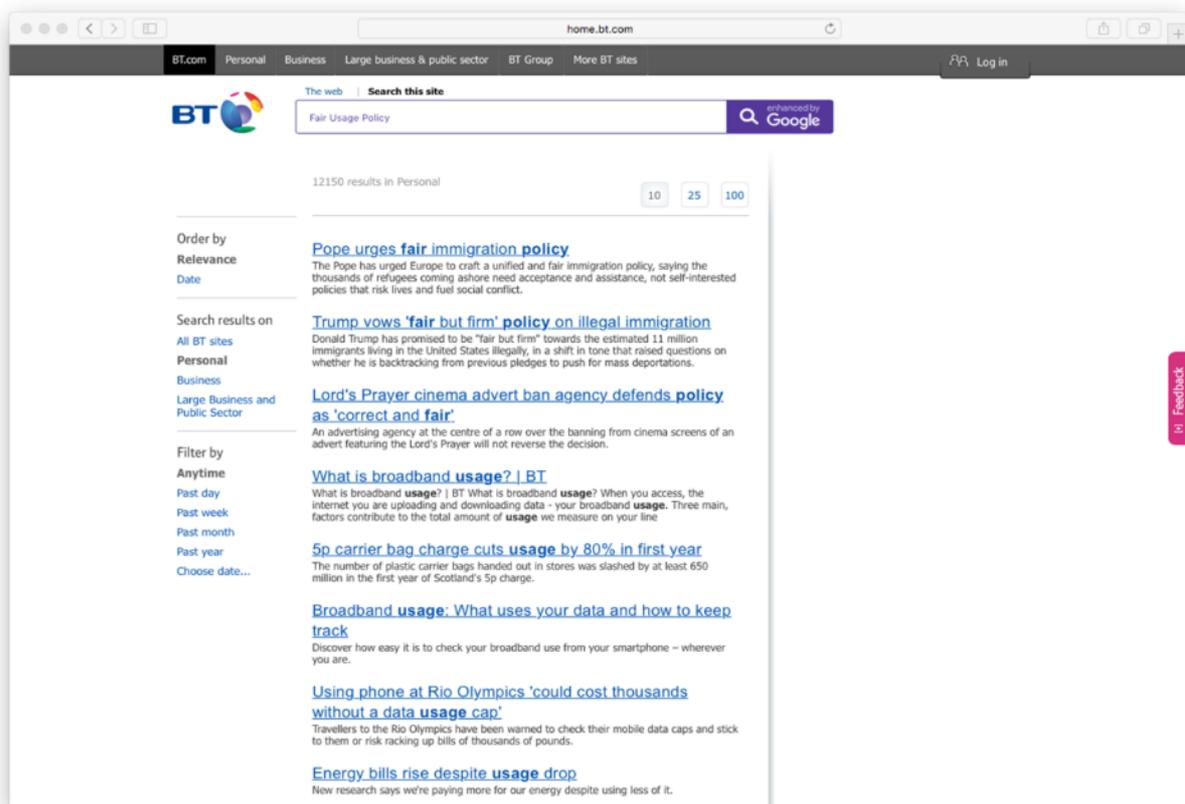
YES

Did the information state at what level the speed needed to be below

NO, only the text that was on the 'your order page'. However that said a full T&C might have contained it but I was unable to go beyond this point without committing to buy (at least that was the impression I had).

2.18 Was there any information about a Fair Usage Policy? *Please write in where on the website this is located (include URL)*

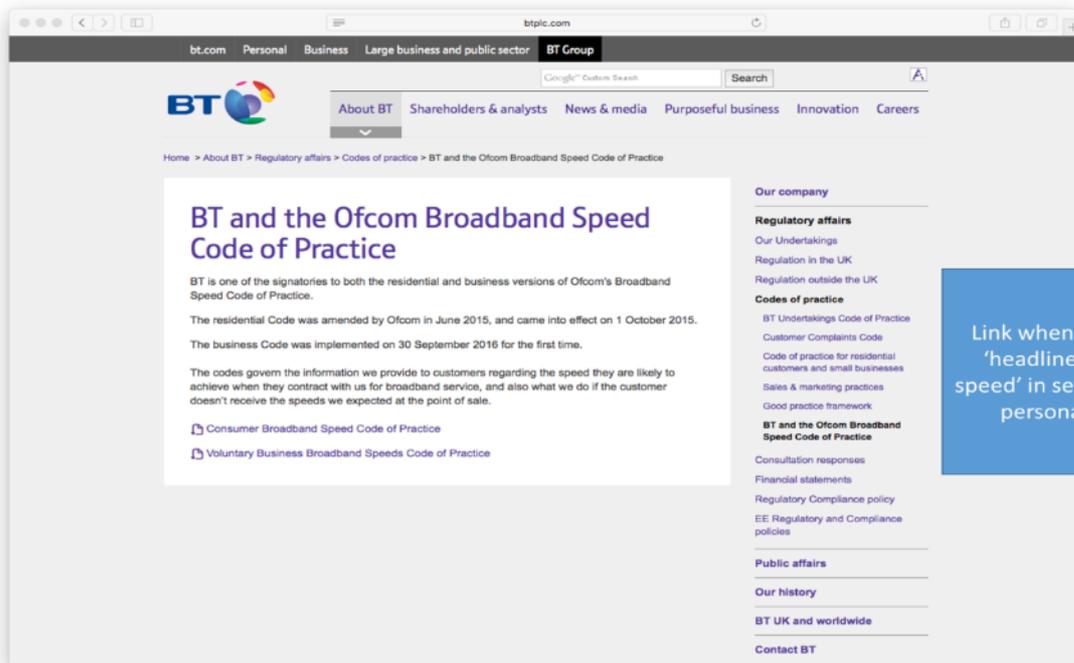
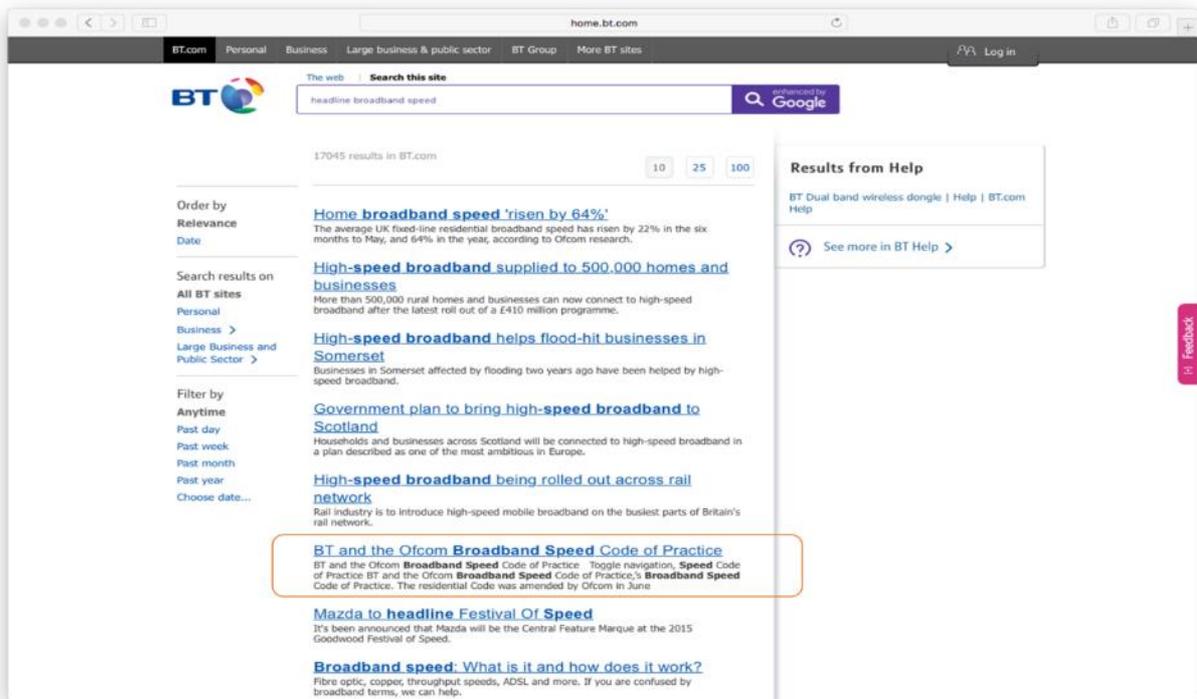
There was no FAQ relating to this. I searched the website but nothing appeared that appeared to be relevant.



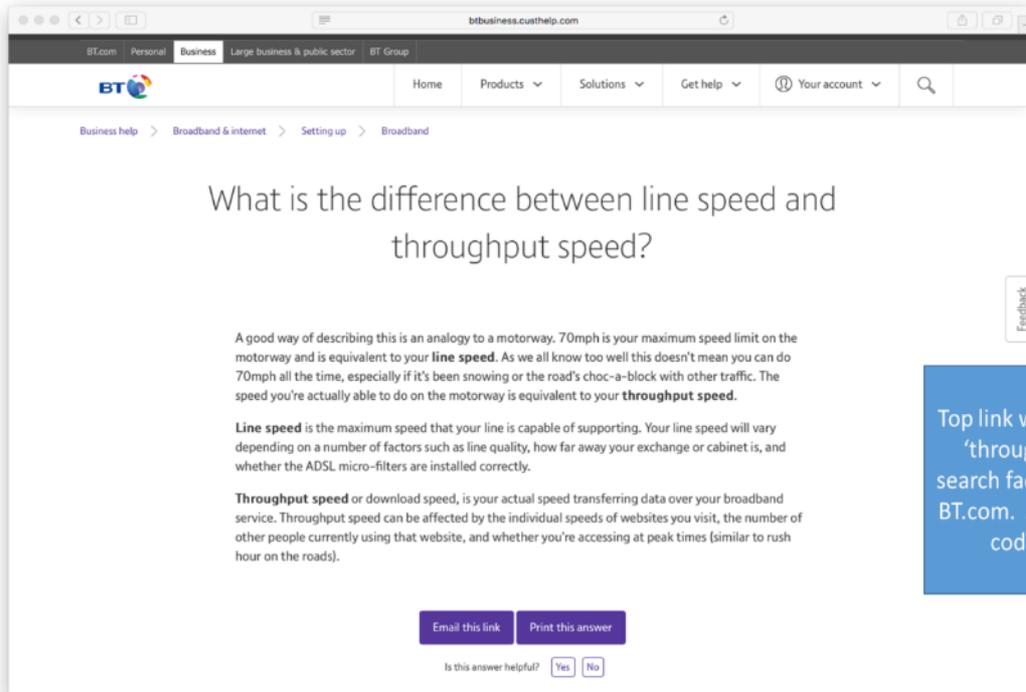
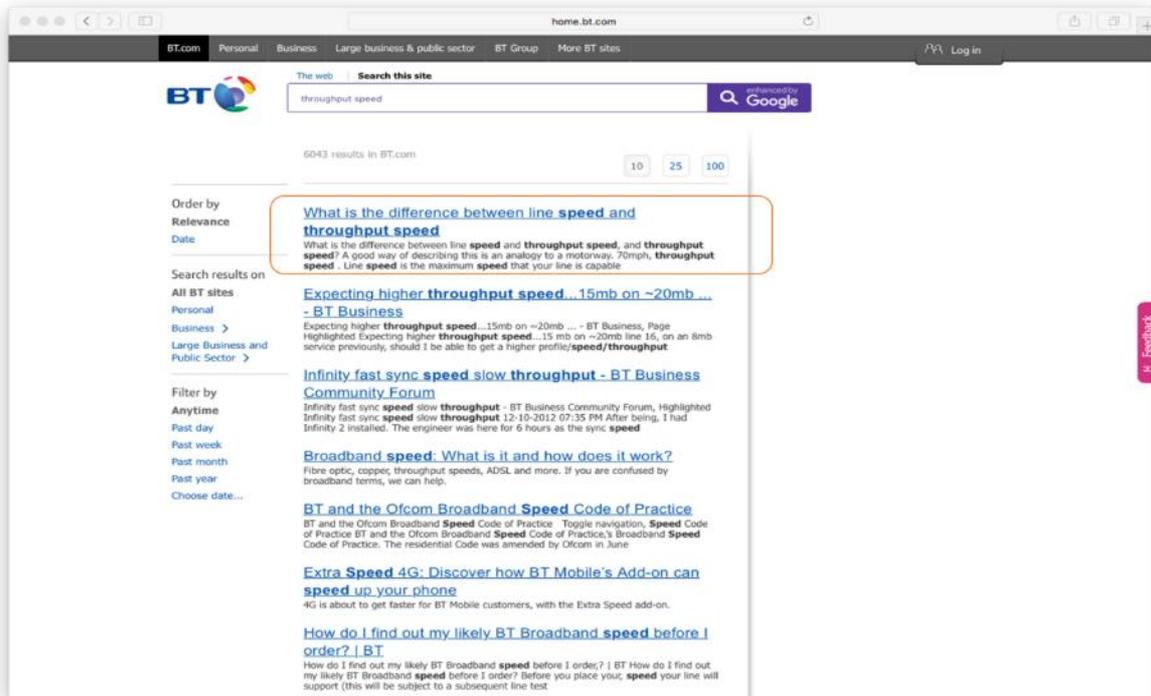
2.20 Did the website contain any *additional* information explaining line speeds (e.g. ‘up to’ speeds, headline speeds, throughput speeds. Please write in type of information given and where this is located on the website

No specific information relating to these in the FAQ section of the website. Some information under ‘What is broadband connection speed?’ relating to what it is and how it is measured

Headline broadband speed – link to code of conduct

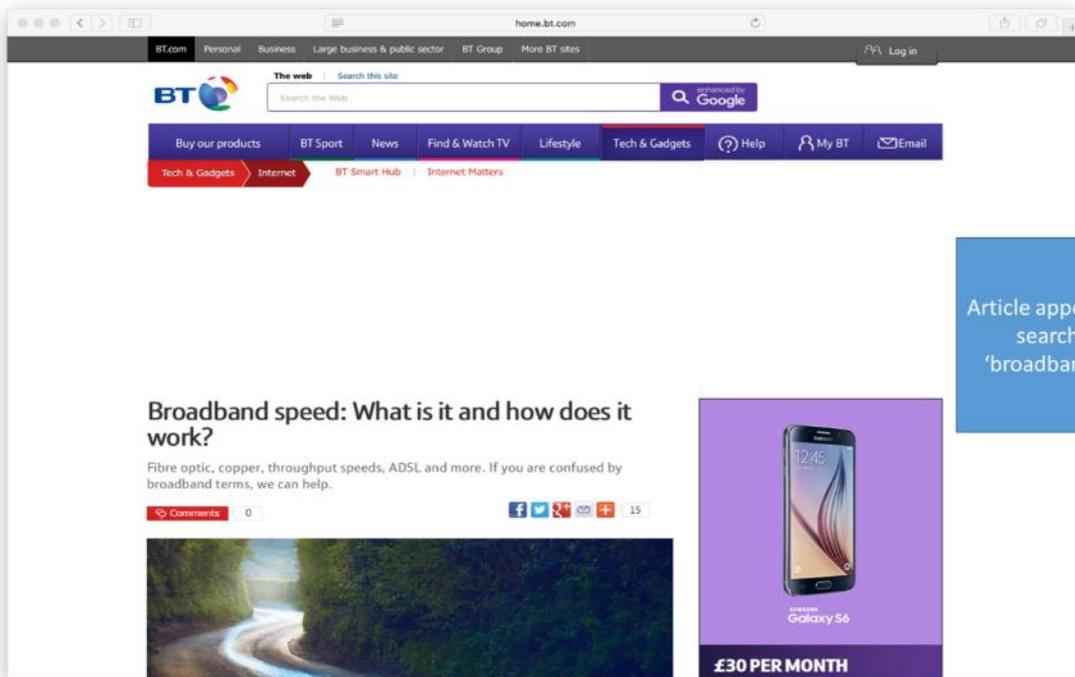
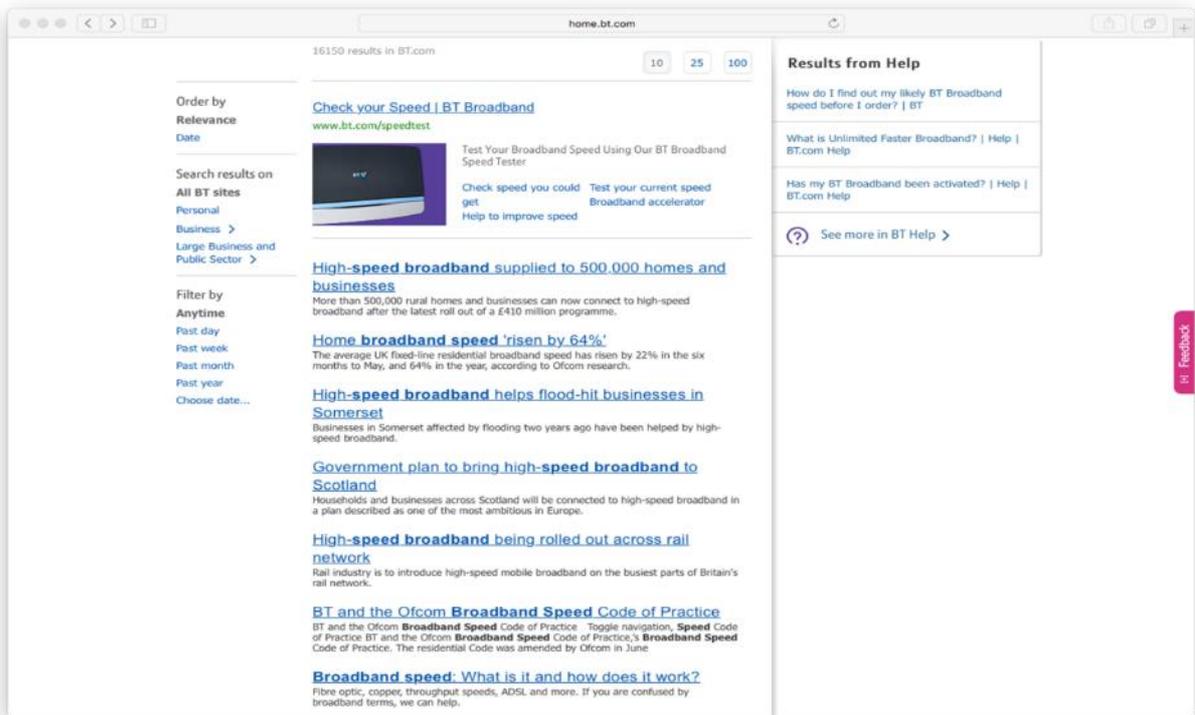


Throughput speed – link to article explaining the difference between throughput and line speed (although this looks like it is actually located in the business part of the website)
Broadband speed - links to 'broadband speed: what is it and how does it work'



Top link when searched for 'throughput speed' in search facility on personal/BT.com. 5th link was to the code of practice

'Broadband speed'



home.bt.com

Broadband is something that millions of us use every day on our laptops, tablets and phones to stay in touch, work and play.

Broadband speeds vary depending on many factors, including the technology and your location. Let's take a closer look.

What is headline speed?

This is the speed that you will see advertised on internet products and in adverts. There are various broadband technologies available, each capable of offering different headline speeds. Some of the common ones are:

ADSL: The original broadband technology delivers speeds of up to 8Mbps

ADSL2+: The first significant improvement delivers speeds of up to 17Mbps

VDSL (used in fibre to the cabinet): Delivers speeds of up to 76Mbps

What is connection speed?

Your connection speed (sometimes called "sync speed") represents the raw speed that the BT Home Hub negotiates when connecting to BT – typically from you to your local telephone exchange or from you to the cabinets you see in the street.

What is throughput speed?

Throughput speed represents the speed at which you can actually send and receive data, and it is what you experience at home when using your broadband connection. This is also the actual speed you receive at your device when you run a speed test. This can't be higher than the connection speed. Throughput speed is affected by a wide range of factors such as the time of day, the number of devices using your Hub at the same time, and whether you use a wired or wireless connection.



Advertisement

Computing



Windows 10: Guides and advice

Problems with Microsoft's latest OS? Let us help

BT Internet video

FUTURISTIC PRODUCTS AT THE ATLANTA HOME SHOW

Will these futuristic products take over your home?

Now Playing

2:27 Stay safe with BT Parental Controls

2:24 Strange and unusual places to discover on Google Maps

1:11 Which web browser is most secure for Windows XP and Vista?

1:20 Uncover a unique way to watch YouTube videos while

Feedback

home.bt.com

How are broadband speeds measured?

Broadband speeds are measured in megabits per second or Mb (sometimes Mbps). Each megabit is made up of 1,000,000 bits or 1,000 kilobits. The more megabits, the faster your broadband will be. Faster broadband speeds mean you can download music and movies more quickly, stream from services such as Netflix without waiting, and make video calls more smoothly.

How do broadband speeds work?

Broadband typically comes into your home via a telephone line. There are two main types of cable for doing this – copper or fibre optic – with different connection speeds.

Copper: This is used to deliver ADSL and ADSL2+ broadband from the telephone exchange to your house. The longer the length of copper, the weaker the signal strength and the slower your broadband line will have to operate.

Fibre optic broadband: Faster than copper, speedy fibre optical cables run from the telephone exchange to street cabinet. Copper cables are then used to connect the cabinet to your house. This is called 'fibre to the cabinet'. The maximum broadband speed you get depends on the distance from your house to the cabinet, the closer you are the faster your broadband will be able to operate.



Which BT Broadband option is right for me?

How £29/Month Laser Eye Treatment is Ruining Opticians

Clinic Compare



Where are the best fish and chip shops near you?

By BT.com



Jump NHS Queues with Private Medical Insurance From £5.99 a Month

SaveReady



Strictly's Anton Du Beke 'over the moon' to be expecting twins

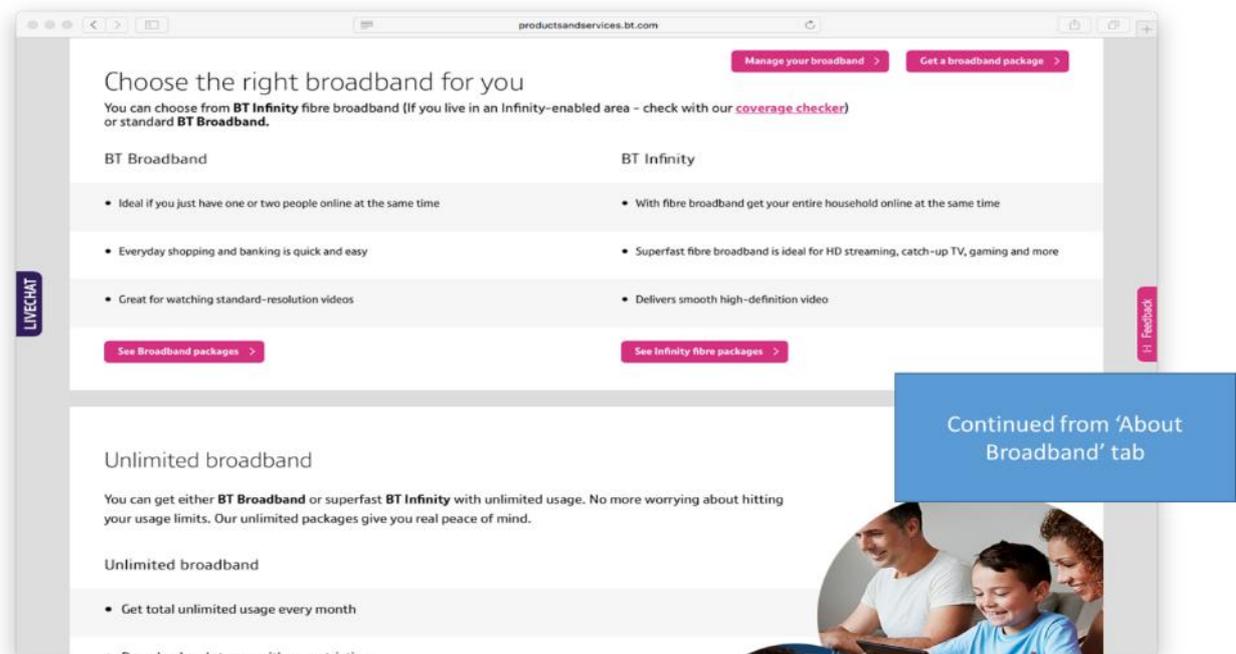
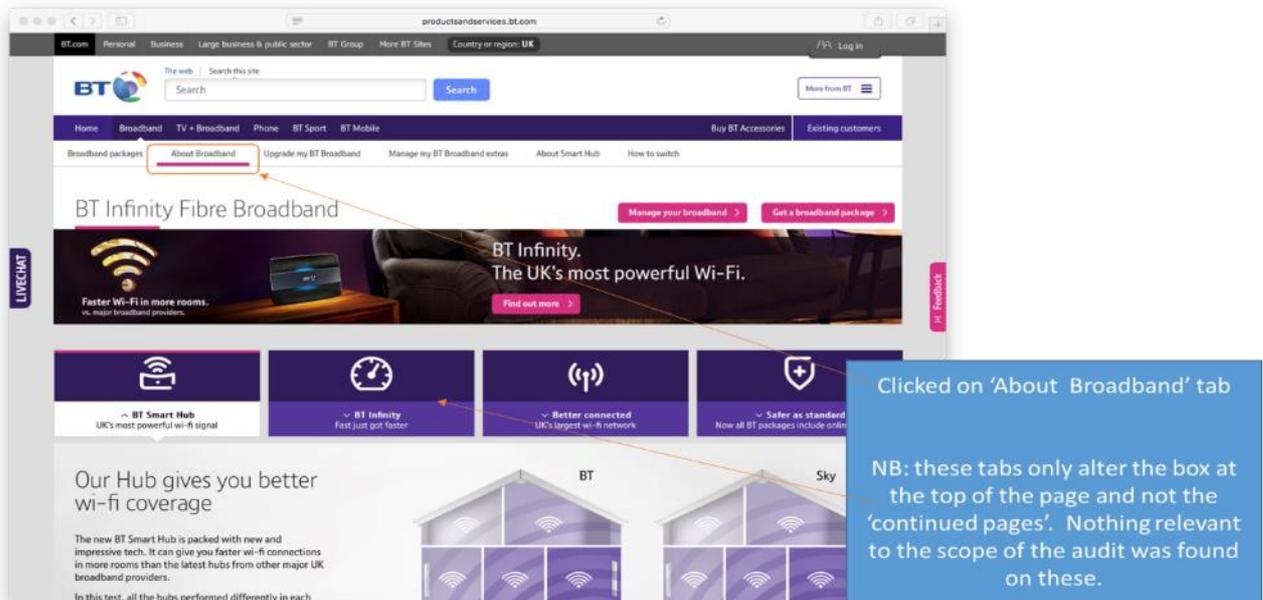


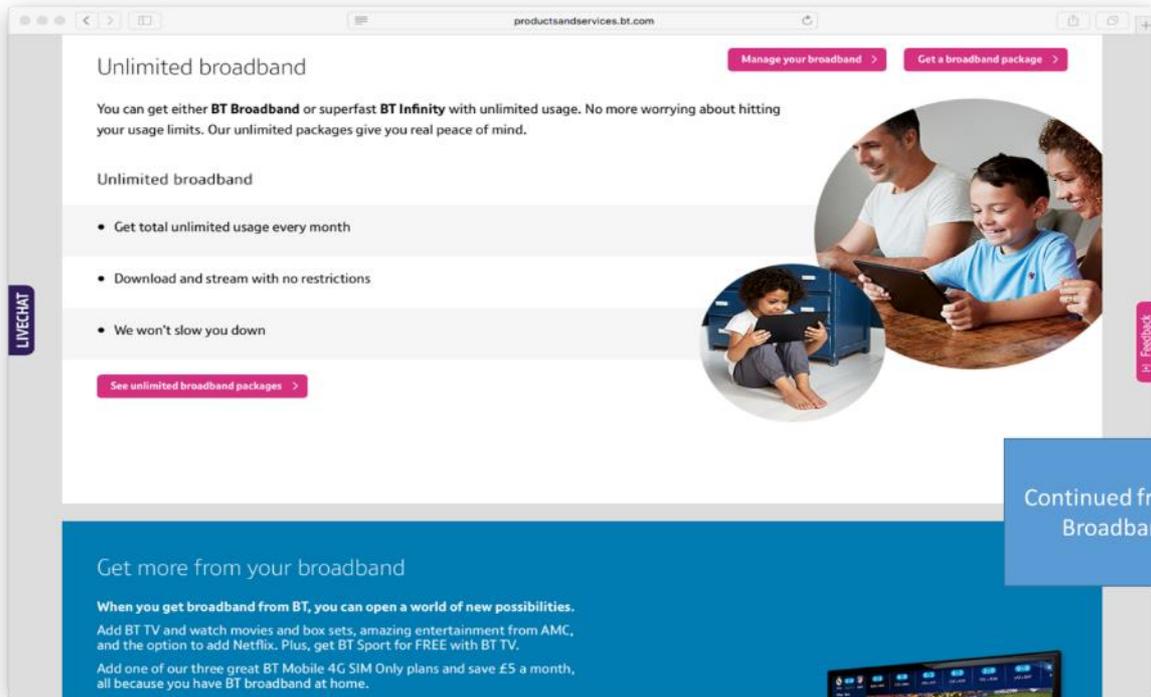
Feedback

2.21 -Did the website contain any information that explained how internet speed affects user experience? e.g. downloading music, TV, movie, photos etc. Please write in type of information given and where this is located on the website

Went to other parts of the broadband section of the website. These showed the difference in recommended products depending on usage requirements and therefore alludes to the impact of speed.

Also article referenced from 'broadband speed' search explains the link between speed and what you can use the connection for.

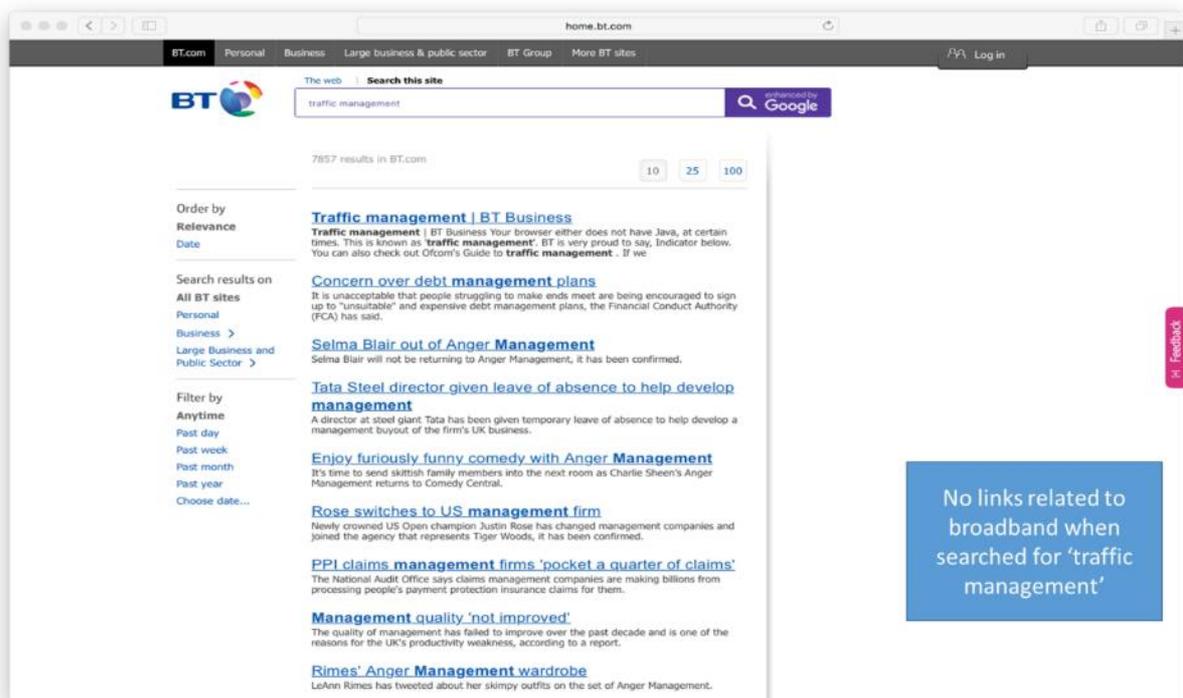




Section 3 General website information

3.1 Did the website contain information on traffic management? Please write in type of information given and where this is located on the website (include URL)

Searched for 'traffic management' on website did not yield any links, however, when using google to search, was directed to BT help page



bt traffic management

https://www.google.co.uk/search?q=bt+traffic+management&oeq=bt+traffic+management&oeq=chrome.69570660.4007078&sourceid=chrome&ie=UTF-8

Google

All News Shopping Maps Videos More Settings Tools

About 1,110,000 results (1.04 seconds)

BT - Official Site - bt.com
www.bt.com/
 Unlimited Broadband-Cable £24.99pm £75 BT Reward Card £9.99 Lightbox
 UEFA Champions League - Online Exclusive Deals - BT Sport - BT TV - AMC and Netflix
 Types: Broadband, TV + Broadband, Phone, BT Sport, BT Mobile
 BT Mobile - Handset Deals BT TV Package Deals
 BT Broadband Deals Switching To BT

BT's approach to broadband traffic management | BT - Help
[bt.custhelp.com/app/answers/detail/a_id/47278/~/traffic-management](https://custhelp.com/app/answers/detail/a_id/47278/~/traffic-management)
 What is traffic management? BT is proud to say that none of our broadband packages have any speed restrictions at all.

Traffic management | BT Business
https://btbusiness.custhelp.com/app/answers/detail/a_id/17255/~/traffic-management
 4 Oct 2016 - This is known as 'traffic management'. BT is very proud to say that none of our business broadband packages have any speed restrictions at all.

ISP Traffic Management: BT vs Virgin vs Sky vs TalkTalk vs EE
https://recombu.com/~isp-traffic-management-bt-sky-virgin-media-ee-talktalk_m111...
 17 Jun 2015 - Jump to: BT, Virgin Media, Sky, TalkTalk, EE, Direct Save, Planet, Fuel Broadband or check our Traffic Management Quick Reference.

What is web traffic management? - Broadbandchoices.co.uk
<https://www.broadbandchoices.co.uk/~Guides+Broadband>
 26 Apr 2016 - Our guide to traffic management and how broadband providers use it. Find out what it is, the pros - BT and Openreach officially ordered to split

Unlimited BT Infinity 2 does INFACT have Traffic M... - BTCare ...
<https://community.bt.com/t5/BT-Infinity-2-2-Traffic-Management/~/558434>
 7 Aug 2013 - 8 posts
 Hello, We have recently ordered Unlimited BT Infinity 2, I thought there was no Traffic Management but on this page it says it has traffic.

Infinity 2 and traffic management - BTCare Community Forums
<https://community.bt.com/t5/BT-Infinity-Speed-2-Traffic-Management/~/1449512>
 18 Feb 2015 - Hi, I have been on Infinity 2 unlimited for a month now and I am pretty sure BT are throttling/traffic managing when it clearly states on their site.

BT's approach to broad...

bt.custhelp.com/app/answers/detail/a_id/47278/~/traffic-management

BT.com Personal Business Large business & public sector BT Group My BT Sites

The web | Search this site

Start your search here... Search Google

Buy our products BT Sport News Find & Watch TV Lifestyle Tech & Gadgets Help My BT Email

Landline Broadband TV Mobile BT Sport Billing Security Email Forums Contact us Search help Search

Open the help menu

Traffic management

To ensure that networks operate efficiently and that all customers get the best service available, internet providers slow down some types of traffic at certain times. This is known as 'traffic management'.

BT is very proud to say that none of our broadband packages have any speed restrictions at all. This even includes our older broadband packages which may have had speed restrictions in the past. So, if you're on any of our packages, you don't need to worry about us slowing you down, no matter how much you upload or download, even at peak times.

This means that, unlike some other providers, we don't slow down a specific type of file-sharing traffic known as 'peer-to-peer' (P2P), even at peak times.

If you want to know more, check out our Key Facts Indicator below.

You can also check out Ofcom's Guide to Traffic Management (opens a new window).

If we do change the way we manage our traffic to ensure the best possible experience for all our customers, you'll be able to read about it on this site, which will always have the latest information.

Traffic management Key Facts Indicator (KFI)*

BT has always been open about our traffic management policy and that's why we were happy to sign up to a voluntary code of practice on traffic management transparency. This code includes a Key Facts Indicator (KFI) which is designed to help customers compare the traffic management policies of all major service providers.

You can find out more about the code, including an explanation of what traffic management is and why it's used, from the Broadband Stakeholder Group's website.

Answers others found helpful

BT Broadband usage policy
 How can I check my broadband data usage?
 Test your BT broadband speed
 Does BT TV count towards my broadband usage?
 How do I increase my broadband usage allowance?

From the forums

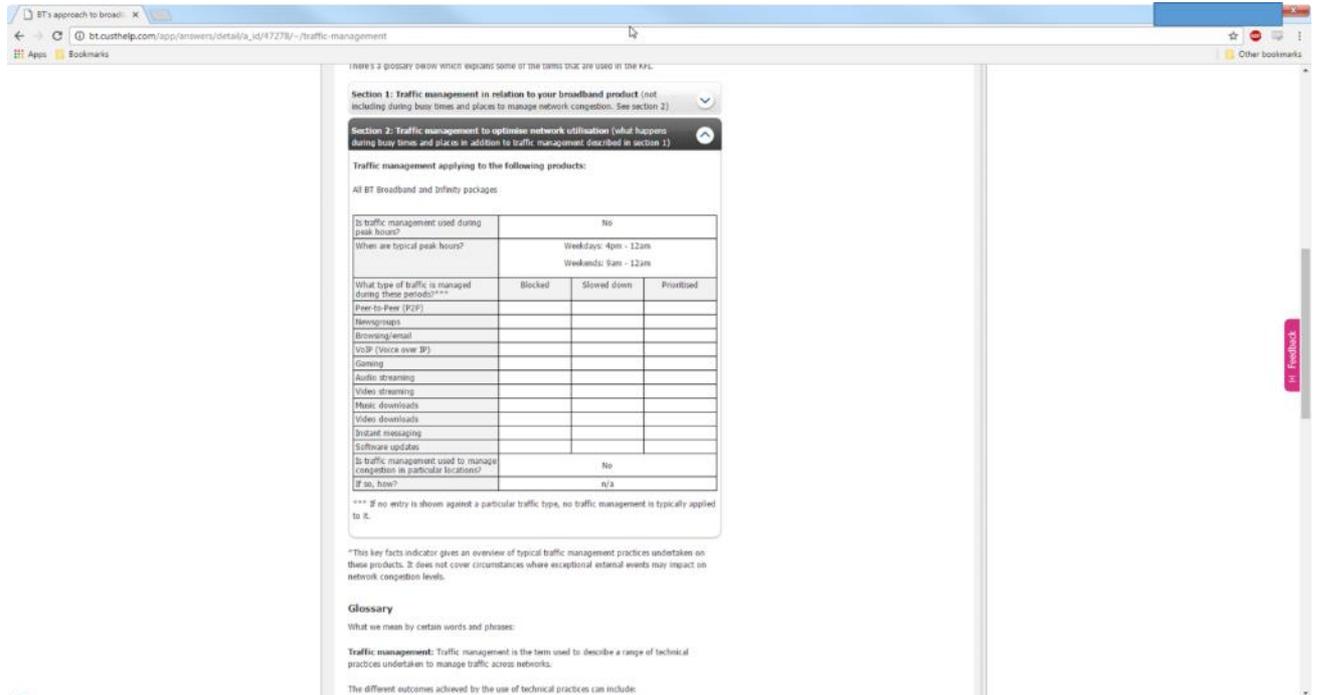
BT Scam!
 By SkippyJed Rating: ★★★★★

Forum Statist
 By ComputerGeek Rating: ★★★★★

New Community Manager?
 By Pabu_Salm Rating: ★★★★★

Re: unswitched tech calls
 By Broadband Rating: ★★★★★

Re: POSTING A QUESTION *****
 By KED_Beddoe Rating: ★★★★★



4.1 How easy was it to find the information on the website? Was it straightforward or did you have to look for it? Were there any measures in place to make you read the information or having it pop up?

Key information related to the estimated line speeds was very clear and easy to understand. Some of the specific detail was less easy to find and it was necessary to search the site and to complete the customer journey for some of the information to be found. In reality a consumer would be unlikely to undertake these steps. It would be improved if some of the useful links that do appear when searching were signposted from FAQs, for example.