

NETWORK NEUTRALITY AND WEBSITE BLOCKING POLICY

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Please Note: This may not be the newest version of this document; due to changes in legislation and Quickline's policy this document is updated from time to time. The newest version will be available from the Quickline website.

General

Quickline use traffic management and website blocking to protect the security and integrity of the network, to restrict the transmission to consumers of unsolicited communication (e.g. spam) and to give effect to legislative provisions or court orders. It may also be used for the delivery of certain time-sensitive services (such as real-time IPTV and video conferencing) that may require a prioritisation of traffic to ensure a predefined higher quality of service.

Quickline recognise there is a fragile balance between ensuring the openness of the Internet and the reasonable and responsible use of traffic management and site blocking. This document gives an overview of Quickline's policy with regards to maintaining network neutrality whilst delivering a high quality service.

Blocking of Unlawful Sites:

- Quickline is a member of the Internet Watch Foundation and subscribes to their blocking lists.
- Quickline will always comply with UK law and block any sites requested by court order or government policy.
- Quickline has a responsibility to block source sites of illegally distributed materials on the request of the copyright owner.
- Quickline has an ongoing program to block sites that contain viruses, malware, phishing practices or any other activity damaging to Quickline's network or customers' networks.

No Blocking of Lawful Sites:

- ✓ Quickline customers have access to all lawful content available on the Internet.
- ✓ Quickline will not attempt to block access to content or applications that would compete with our own services.

Reasonable Traffic Management:

- ✓ Quickline will not target throttling of a competing service in an attempt to degrade or make the service unusable.
- ✓ Traffic management will only be used by Quickline to protect the user experience of all customers at peak times. Quickline will publish the traffic management applicable to a specific service.

No Paid Prioritisation:

- ✓ Quickline will not directly or indirectly prioritise some traffic over other traffic, either
 - (a) in exchange for consideration (monetary or otherwise) from a third party, or
 - (b) to benefit an affiliated entity.