

Expected Speeds

We believe that our customers should be aware of the broadband speed experience they can expect from our products. This page shows the maximum downstream speeds we aim to provide for all broadband traffic at all times. Although we cannot guarantee these speeds, they reflect what it is realistic for us to deliver under normal network conditions. This page should be read in conjunction with the details of how traffic is prioritised on our network.

Broadband speed ratings

It is important to remember that the speeds shown here are per-protocol and don't reflect overall limitations on your broadband line. **Internet applications not listed below, such as gaming, web surfing or video streaming have no specific restrictions at any time and are prioritised on our network at all times.**

We'd ask customers to bear in mind that most ISPs operate such restrictions, but few are prepared to share these details with customers. As a rule of thumb, if you do not know what the following applications are, your normal broadband experience will be unaffected by these rate limits.

Please note: The speeds shown below represent a guide. Your broadband speed can be affected by many factors and will also vary to help give you a stable connection. The quality of your telephone line, location and weather conditions, as well as any network congestion at your local exchange and the prioritisation process on our network can also affect your actual speeds.

Expected maximum downstream speeds

Time	2am to 12pm	12pm to 2pm	2pm to 4pm	4pm to 6pm	6pm to 8pm	8pm to 10pm	10pm to 12am	12am to 2am
Peer-to-Peer	NR	NR	NR	NR	NR	NR	NR	NR
Binary USENET	NR	NR	NR	NR	NR	NR	NR	NR
External FTP	NR	NR	NR	NR	NR	NR	NR	NR
Download sites	NR	NR	NR	NR	NR	NR	NR	NR
Download servers	NR	NR	NR	NR	NR	NR	NR	NR
Everything else	NR	NR	NR	NR	NR	NR	NR	NR

Key: NR - No restriction*

*Even though there are no individual restrictions, the speeds you receive are still affected by traffic prioritisation and the activities of every other customer who is sharing the network.

Greenbee Broadband has no rate limits and traffic is prioritised at all times. This provides the highest possible speeds and network priority on all protocols, giving a 'five star' enhanced performance. Protocols have the following network traffic priority levels:

- **Gaming and VoIP:** Titanium
- **All other traffic (including Binary Usenet and Peer-to-Peer):** Gold

For more information about how we manage your broadband service look at our Traffic Prioritisation document.