

## Questionnaire on traffic management

### Instructions to fill in the questionnaire

#### Scope

The attached questionnaire principally aims at identifying traffic management practices, *i.e.* all technical means used to process through the network traffic that originates from, or terminates by, end-users. This includes both application-specific traffic management (measures that take into account the type of traffic or the identity or status of its transmitter or its recipient) and general application-agnostic traffic management (measures that are independent of application type). More generally, all measures pursuing similar objectives, including contractual terms which are not necessarily enforced technically, are to be considered included in the scope of this inquiry.

It should be noted that:

- the questionnaire is about public electronic communications through fixed and mobile access (on two separate tabs), which include the Internet and specialized services. Regarding the latter, the focus is on bandwidth allocation associated to these services (*e.g.* facilities-based telephony and television over broadband, as opposed to “over the top” applications), and the potential effect on access to Internet when a specialized service is “consumed” in parallel to the use of the Internet access *e.g.* in bundled offers.;
- it includes both continuous practices and limited-in-time procedures, irrespective of their goal (which may be, *inter alia*: congestion management, security enforcement, commercial offers, etc.);
- the inquiry is limited to measures that are taken in the network, which includes network equipment including Customer Premises Equipment (CPE) provided by the access provider and that are fully or partially under the operator’s control (*inter alia*: routers, interconnection ports), as opposed to measures taken on application platforms. Similarly, Content Delivery Networks (CDNs) using best effort traffic class are out of scope for this questionnaire (that is, if CDN servers are given higher priority, this prioritization of the traffic at the network layer is however within scope);
- management practices applied to traffic that doesn’t originate from, or terminate by, end-users, but are used for general network supervision (*e.g.* IP routing protocols, SNMP traffic), are beyond the scope of the inquiry;

Answers to the questionnaire are expected to explicitly reflect whether measures such as restrictions/limitations/differentiations are applied technically and/or contractually.

Operators which might have different traffic management practices for different type of packages may highlight this in their response to the questionnaire by responding separately for the different types of packages.

In order to simplify the responses, it is allowed to consolidate packages into a fewer number of (properly defined) categories, as long as all relevant practices are exhaustively reflected.

#### Publication

All data provided by operators in questionnaires is subject to publication by the European Commission and BEREC in a form that will be mostly anonymous (generally aggregate) though there could be instances where the anonymous form may be recognizable. In that case, respondents have the possibility to prevent the disclosure of business secrets by filling a box on each relevant row in the table. Such non-disclosure exception would not *a priori* cover the description of the measure, unless specifically indicated and justified by the operator.

Operators that receive a questionnaire from a National Regulatory Authority but do not fill it in, or reply in an obviously insufficient or inconsistent manner, may have their names published by the European Commission.

**Assistance and response**

Respondents may send their questions about how to fill in the table to the BEREC Office:  
[pm@bereg.europa.eu](mailto:pm@bereg.europa.eu)

Once the questionnaire is filled in, respondents have to send it back to the National Regulatory Authority.

**This questionnaire must be filled in and sent back by January 20, 2012.**