

Rocket Fibre

Traffic Management Policy

Version 2.0 | Effective from 1 September 2026 | www.rocket-fibre.co.uk

1. About this policy

1.1 This policy explains how Rocket Fibre Ltd (registered number 12821973, registered office Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG) manages traffic on its network, what that means for the services you receive, and the things we do not do. In this policy “we”, “us” and “our” mean Rocket Fibre Ltd, trading as Rocket Fibre, and “our network” means our own core network and systems (AS8801), as distinct from the access network of the Infrastructure Provider that serves your premises.

1.2 It applies to our residential and business broadband services and to the Voice Services carried over them, and section 6 explains how it applies to our mobile services and section 7 to wholesale, carrier and colocation customers. It is referred to in clause 7.2 of our Residential Terms and Conditions and should be read with them, with our Acceptable Use Policy and with the speed information in your Order and Contract Summary.

1.3 The rules on traffic management are set by the Open Internet Access Regulation (assimilated Regulation (EU) 2015/2120) and the Open Internet Access (EU Regulation) Regulations 2016, which Ofcom enforces and has explained in its net neutrality guidance. They require us to treat internet traffic equally, allow only traffic management that is transparent, proportionate and based on objective technical needs rather than commercial interests, and require us to tell you how any measure could affect the quality of your service, your privacy and your personal data. This policy is how we meet that transparency duty.

2. Our approach

2.1 We provide an open internet connection. We carry the traffic you send and receive on a best-efforts basis and treat it all the same, whatever it is, whichever application or service it belongs to, wherever it comes from or goes to, and whatever device you use. We do not slow down, block or prioritise particular websites, applications or services, and we do not accept payment from anyone to do so.

2.2 The way we avoid needing traffic management is capacity. We monitor use of every part of our network continuously and add capacity to links, transit and peering well before they become busy at peak times, so that congestion on our network is exceptional rather than routine. The measures described in section 4 exist for the situations the law recognises: legal orders, security, and exceptional or temporary congestion.

2.3 Where we do manage traffic we do it by looking at where traffic is going, on which ports, and how much of it there is. We do not inspect the content of your communications to manage traffic, and we do not build profiles of what you do online. Our Privacy Policy explains how we use network data and how long we keep it.

3. Where your service can be affected, and why

3.1 Your connection is delivered over two networks: the fibre access network owned and run by the Infrastructure Provider named in your Order, and our own network, which connects that access network to the rest of the internet. Fibre access networks are shared between the premises they pass, and the Infrastructure Provider plans and manages capacity on its network under its own arrangements with us. If a fault or capacity issue on its network affects you, we will say so, and we will pursue it with them on your behalf.

3.2 The speeds we quote are measured at the Router over a wired connection, as clause 6.5 of our Residential Terms and Conditions explains. Performance over Wi-Fi, through your own router, over a VPN, or to a particular website or server depends on things outside our network, and a difference between those and the wired speed at the Router is not traffic management.

4. The measures we may use

4.1 Blocking required by law. We block access to a website or service only when a court order or a legal requirement obliges us to, for example an order made under the Copyright, Designs and Patents Act 1988 or the Online Safety Act 2023, or a direction from a public authority acting within its powers. We block only what the order covers, for only as long as it applies, and where we can we will show a notice explaining that access has been restricted by order rather than because of a fault.

4.2 Security and network integrity. We take measures to protect our network, our customers and the wider internet from attack. They include detecting and mitigating distributed denial of service attacks, which may involve filtering, rate-limiting or temporarily diverting traffic to or from the addresses under attack; discarding traffic that carries forged source addresses; and blocking traffic to or from an address that is attacking our network or customers, or that is being used to control malware. If your connection is the target of a large attack we may temporarily stop routing traffic to your address to protect other customers, and we will contact you when we do. These measures are applied to the traffic involved in the threat, not to applications or services in general, and are removed when the threat has passed. We do not block any ports by default; if we need to block a port temporarily to stop an attack we will publish that on our website.

4.3 Exceptional or temporary congestion. If part of our network becomes congested because of an unexpected event, such as a link or equipment failure or a sudden surge in demand, and adding capacity cannot fix it at once, we may share the affected capacity fairly between the customers using it so that no connection is starved. We do this by treating every customer's traffic in the same way; we do not single out particular applications, services or types of content, and any prioritisation we apply between categories of traffic is based only on their technical needs, such as the sensitivity of real-time traffic to delay, and is applied equally to all traffic in the

same category. The measure lasts only until the congestion has been resolved.

4.4 Voice Services. Our Voice Services, including calls to 999 and 112, are carried over your broadband connection as a specialised service with their own priority marking on our network, so that calls stay clear when the connection is busy. This uses a small, fixed share of capacity, does not reduce the speed available to your broadband, and applies only to the voice traffic; it is not used to favour our voice service over any other application you choose to use.

4.5 Parental controls and content filtering. We offer content filtering at your request, for example to block adult content or to set times of day when the internet is available on your connection. It is off unless the account holder asks for it, it can be switched off or changed at any time, and it is a service you choose rather than a traffic management measure we impose.

4.6 Misuse of the service. There are no limits on how much data you can use on our broadband services. Our Acceptable Use Policy deals with misuse, such as attacks launched from a connection, sending spam, or reselling the service, and where we act under it we may restrict or suspend a connection as our terms allow. That is a step under your contract rather than a traffic management measure, we will tell you if we take it, and it is never triggered by the amount of data you use or the services you choose to use.

5. Things that are not traffic management but affect what you can do

5.1 IP addresses. Unless you take a static IP address as an Additional Service, your connection has a dynamic address that is shared with other customers through carrier-grade network address translation. Most things work exactly as before, but hosting a server, port forwarding, remote access to devices at your premises such as cameras, and a small number of games and applications need an address of your own. A static IP address is available on request at the price in our price list.

5.2 Speed. The estimated, minimum guaranteed, normally available and maximum speeds for your package are shown on your Order and Contract Summary, and clause 6.5 of our Residential Terms and Conditions explains how speed is measured and what to do if your wired speed at the Router falls below the minimum.

5.3 Fair use of inclusive calls. Inclusive and unlimited call allowances on the Voice Services are for personal, residential use, as clause 6.6 of our Residential Terms and Conditions explains. That clause deals with calls, not data, and has no effect on your broadband.

6. Mobile services

6.1 Our mobile services are carried on the network of a mobile network operator, which manages its radio network, including how capacity is shared between users on a busy cell, under its own published policy. Any data allowance, tethering rules,

roaming limits or default content filter for your mobile service are those set out in your mobile tariff. We do not apply any traffic management of our own to mobile traffic, and where the operator's policy changes in a way that affects you we will tell you.

7. Business, wholesale and colocation customers

7.1 Business broadband is managed in the same way as residential broadband: no usage limits, no application-specific measures and no commercial prioritisation, with the measures in section 4 applying in the same way.

7.2 For wholesale, carrier, transit and colocation customers we operate as a neutral carrier. We carry your traffic without inspecting or discriminating between its content, we honour quality of service markings and routing arrangements to the extent your contract provides, and the security measures in clause 4.2 protect your services as they do our own. You can ask us to blackhole traffic to your own address space during an attack, and dedicated mitigation is available as a service. The details are in your Master Services Agreement or wholesale contract, which takes precedence over this policy where they differ.

8. Keeping you informed

8.1 We publish details of any measure that could affect your service on our website, as clause 7.2 of our Residential Terms and Conditions provides, and where a measure affects you directly, such as the diversion of traffic during an attack on your connection, we will contact you by email or through the portal. Any measure we apply is kept in place only for as long as it is needed and is recorded so that we can show Ofcom, which monitors compliance with the open internet rules, what we did and why.

8.2 If you think your service is being slowed or blocked in a way this policy does not describe, please contact us on hello@rocket-fibre.co.uk or 0330 1227 711 and we will investigate. If you are not satisfied with our answer, our Complaints Code of Practice explains how to complain and, for residential and small business customers, how to take the matter to the Communications Ombudsman.

9. Changes to this policy

9.1 We review this policy at least once a year and whenever we change the way we manage our network or the law or Ofcom's guidance changes. The version number and effective date are shown at the top, and the current version is always published on our website. If we introduce a measure that could affect your service we will tell you before it takes effect.

9.2 Version history. Version 1.0, 15 March 2025: original policy. Version 2.0, 1 September 2026: rewritten to set out the measures we may use and the circumstances in which the open internet rules allow them, the position of the Infrastructure Provider's access network, Voice Services as a specialised service, shared IP addressing, mobile and wholesale services, and the key facts schedule.

Schedule: key facts by service

This schedule summarises the traffic management practices that apply to each of our services. Where it says “none”, we do not do it.

Practice	Residential broadband	Business broadband	Mobile
Monthly usage limit	None	None	As set out in your mobile tariff
Slowing or blocking of particular applications, services or websites	None, other than blocking required by a court order or the law	None, other than blocking required by a court order or the law	None by us; the mobile network operator's policy applies
Speed reduction at peak times	None	None	The operator may manage capacity on busy cells under its own policy
Prioritisation of traffic	None for internet traffic. Voice Services are carried as a specialised service with their own priority marking	None for internet traffic. Voice Services as for residential	Set by the mobile network operator
Security measures	Attack mitigation, filtering of forged source addresses, and blocking of addresses used in attacks or to control malware	As for residential	Set by the mobile network operator
Ports blocked by default	None	None	Set by the mobile network operator
Content filtering and parental controls	Optional, at the account holder's request; off unless requested	Optional, on request	As set out in your mobile tariff
IP addressing	Dynamic address shared through carrier-grade network address translation; static address available as an Additional Service	Static address available	Set by the mobile network operator
Fair use	Acceptable Use Policy; inclusive call allowances under clause 6.6 of the Residential Terms and Conditions	Acceptable Use Policy and your contract	As set out in your mobile tariff
Speeds	Estimated, minimum guaranteed, normally available and maximum speeds on your Order and Contract Summary, measured at the Router	As stated in your Order	Depends on coverage, device and the operator's network