

Why does Freedom Mobile manage Internet traffic on its network?

We're committed to giving all of our customers the best possible experience—to handle network congestion we use a variety of ways to manage Internet traffic. Freedom Mobile will limit spam and monitor congestion along with controlling viruses and other security/stability threats to your mobile device and to our network.

Managing non-time sensitive Internet traffic on our network ensures other important time-sensitive applications (voice services, sending/receiving emails, instant messaging, browsing, audio or video streaming) work without interruptions or degradation in service quality for most customers.

Which Internet applications does Freedom Mobile manage?

How does this affect a customer Internet experience?

We use Deep Packet Inspection technology on all Internet traffic to determine its type (but not its content). High-volume and low time-sensitive traffic (such as P2P/file sharing) is managed on our network to make sure all Freedom Mobile customers have the best possible experience when using Internet services with time-sensitive applications. This just means that we might slow down the speed of the managed Internet traffic (apps), but won't interrupt it.

Does Freedom Mobile block some types of protocols?

We don't block any specific protocols, content, or traffic. We do however optimize our Internet traffic management practices to allow for the best customer experience for different types of devices, services, or data plans. In addition to conducting Deep Packet Inspection Freedom Mobile blocks TCP port 25 (outbound only) in order to lessen email spamming activities.

Does Freedom Mobile look at any of the content that passes over its network?

Our Internet traffic management is used only to identify the type of traffic being used and doesn't look at the specific content or monitor any online customer activity.

Does Freedom Mobile have usage caps or a fair use policy?

We do have a fair usage policy in place—if data usage is above the levels defined in our policy we won't cap usage, but may slow speed so that all customers can better share the network. To learn more about our fair usage policy go to www.freedommobile.ca/fairusage