

SSE Broadband Traffic Management Policy

Our network operator undertakes traffic management to ensure that our customers receive optimum performance at all times.

The principles of this network management policy are to:

- make sure that time-critical applications like Voice over Internet Protocol (VoIP) are always prioritised
- protect interactive applications like web-browsing and Virtual Private Network (VPN) from non-time sensitive download traffic
- flex the network under demand to cope with normal peaks and troughs from day to day and month to month
- flex the network in the event of unusual demands in traffic or disaster situations such as a network failure
- provide a 'quality of service' effect, meaning multiple applications running on the same line interact with each other effectively; and use of high demand protocols like Peer-to-Peer (P2P) do not swamp time-sensitive traffic such as online gaming or a VoIP call.

Traffic types are identified in real-time based on a combination of port, source Internet Protocol (IP) address and Deep Packet Inspection (DPI) signature detection. This allows our network operator at any given time to manage the network capacity and prioritise time sensitive traffic by reducing the throughput of the other less time sensitive protocols.

Last updated: October 2018

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of SSE Retail Telecoms Limited which is a member of the SSE Group. The registered office of SSE Retail Telecoms Limited is No.1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH. Registered in England and Wales number 10086511.

sse.co.uk