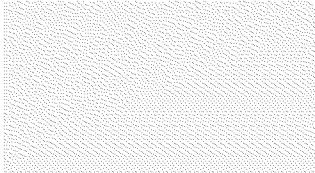




March 31, 2010

Our reference: 486625

By e-mail



s.19(1)

Dear [REDACTED]:

Re: Your complaint regarding Rogers Communications Inc.'s Internet traffic management practices

Thank you for your correspondence regarding the Internet traffic management practices (ITMPs) of your retail Internet service provider (ISP), identified in your complaint as Rogers Communications Inc. ("RCI").

On the basis of your correspondence, Commission staff would direct your attention to Telecom Regulatory Policy 2009-657, *Review of the Internet traffic management practices of Internet service providers*, 21 October 2009 ("TRP 2009-657"). That decision established a framework that ISPs are obliged to follow when adopting Internet traffic management practices and also established a complaints-based process for evaluating ISP adherence to the framework.

TRP 2009-657 also directs ISPs to disclose prominently the details of their ITMP on the Web sites where they market their retail Internet services. RCI's description of its ITMP can be found by accessing the following link: <http://www.rogers.com/web/link/hispeedBrowseFlowDefaultPlans>. In addition, in the proceeding that led to TRP 2009-657, RCI provided evidence about the way that it shapes traffic. You may access that evidence on the Commission's web site at the following link: [Public Notice 2008-19](#) (see in particular the comments of RCI submitted on 23 February 2009).

Based on RCI's description of its ITMP, it does not appear that RCI'S ITMP is intended to affect corporate VPN connections except in so far as such connections are used to upload traffic using peer to peer applications. As such, Commission staff suggests that you contact Rogers to determine the source of the problem that affects you and for assistance in resolving it. If you are unable to come to a resolution, and

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you have evidence that RCI's ITMP does not comply with TRP 2009-657,
Commission staff invite you to present that evidence for further consideration.

Should you have any questions or concerns, please contact Patrick Owens
(patrick.owens@crtc.gc.ca) of my staff.

Yours sincerely,

Original signed by:

John Traversy
Executive Director
Telecommunications