



Canadian Radio-television and
Telecommunications Commission

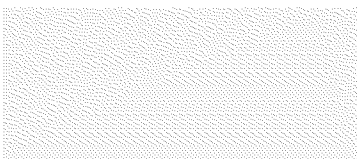
Conseil de la radiodiffusion et des
télécommunications canadiennes

Ottawa, Canada
K1A 0N2

5 August 2010

Our Reference: 496562

BY E-MAIL



s.19(1)

Dear 

Re: Your complaint regarding Rogers Communications ITMP

Thank you for your correspondence.

In a previous complaint regarding the alleged application of traffic shaping to Xbox traffic, Rogers Communications provided the following reply:

"I can assure you that our equipment identifies Xbox traffic and that no traffic management policies are applied to that traffic.

We would like to perform Xbox testing to see if somehow the Xbox traffic could be misclassified as P2P file sharing traffic. This testing would be much more useful if we had specifics about your complaint: the specific Xbox product you are using, which console, which game and which version, which service you are buying from Rogers, and where the problem occurred and at what time. We could do some random testing without this information but we would be much more confident in the results if we had the requested information."

Based on this response, Commission staff believe that the difficulties you are experiencing with your Xbox service are not attributable to traffic shaping.

Should you wish to pursue this matter further with Rogers Communications, Commission staff recommend that you provide Rogers Communications with the information identified in the quote above. It may also help to direct your query to Ken Engelhart [Ken.Engelhart@rci.rogers.com] who may be of assistance in ensuring that the appropriate channels within Rogers Communications attend to the problem. Should Mr. Engelhart want to know how you came to contact him, please feel free to share this correspondence with him.

Canada

Based on the above information, Commission staff considers that your complaint requires no further action.

Yours sincerely,

Original signed by

Patrick Owens
Senior Analyst
Telecommunications

c.c.: Patrick Owens, CRTC, (819) 953-7159, patrick.owens@crtc.gc.ca