



Ottawa, Canada
K1A 0N2

Ottawa, 16 February 2011

Ref. No.: 505052

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 with the Commission regarding the Internet traffic management practice (ITMP) employed by Rogers Communications Inc. (Rogers).

Your complaint alleges that Rogers has introduced changes to its ITMP that affect the download bandwidth available to users without describing such changes and impacts in its ITMP disclosures and without providing proper notice of such changes.

Commission staff notes that the Commission's policies on ITMPs have been set out in Telecom Regulatory Policy 2009-657, *Review of the Internet traffic management practices of Internet service providers*, 21 October 2009 (TRP 2009-657).

The substance of your complaint was forwarded to Rogers for comment. Rogers has responded to Commission staff with the view that the ITMP disclosures provided on its web pages accurately describe the nature of its technical ITMP and that it does not apply any ITMPs to downstream Internet traffic. According to Rogers, ITMP are only applied to upstream P2P traffic.

Rogers has also noted, however, that the application of its ITMP to upstream P2P traffic can affect the rate at which downstream P2P traffic is received by its Internet customers using certain P2P applications/clients, and over which they have no control or influence. Rogers has agreed to modify its ITMP disclosures through an additional FAQ entry to reflect this. Commission staff considers that this additional information provides an improved level of

disclosure regarding the impact of the Rogers ITMP on a user's Internet experience and is consistent with the requirements of TRP 2009-657.

In light of the above, Commission staff considers that Rogers has provided an adequate response to the issues you have raised and hence is closing this file.

Yours sincerely

Original signed by

Patrick Owens
Senior Analyst