



Canadian Radio-television and  
Telecommunications Commission

Conseil de la radiodiffusion et des  
télécommunications canadiennes

Ottawa, Canada  
K1A 0N2

Ottawa, 01 February 2011

Ref. No. 512810

**BY E-MAIL**

s.19(1)

Dear [REDACTED]

**Re: Your complaint regarding Barrett Xplore's Internet traffic management practices**

Thank you for your correspondence.

Your complaint alleges that Barrett Xplore's (Barrett) Internet traffic management practice has a dramatic effect on your services and is not compliant with current legislation and CRTC policies.

Commission staff notes that the Commission's policies on Internet traffic management practices (ITMP) 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). Based on the allegations in your complaint, Commission staff considers that you have not provided any evidence that Barrett is in violation of TRP 2009-657.

In light of the above, Commission staff does not consider that your complaint requires further action.

Yours sincerely

***Original signed by***

Patrick Owens  
Senior Analyst  
Telecommunications

Canada