



Canadian Radio-television and  
Telecommunications Commission

Conseil de la radiodiffusion et des  
télécommunications canadiennes

Ottawa, Canada  
K1A 0N2

Ottawa, 11 February 2011

Ref. No.: 514192

**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.

Your complaint alleges that the Internet traffic management practice (ITMP) employed by Rogers Communications Inc.'s (Rogers) blocks Internet traffic so as to render the Internet useless.

Commission staff notes that the Commission's policies on 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).

Commission staff further notes that, in response to previous complaints, Rogers has indicated that its ITMP only impacts upstream P2P traffic and that its ITMP is compliant with TRP 2009-657. You have not provided with your complaint any evidence to show that Rogers has acted in violation of the TRP 2009-657 policies.

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

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