



Ottawa, Canada  
K1A 0N2

7 April 2011

**Our Reference: 522253 and 517209**

**BY E-MAIL**

Mr. Ken Thompson  
Director and Counsel Copyright and Broadband Law  
Rogers Communications Incorporated  
333 Bloor St. East  
Toronto, Ontario M4W 1G9  
[ken.thompson@rci.rogers.com](mailto:ken.thompson@rci.rogers.com)

Dear Mr. Thompson:

**Re: Complaint regarding Rogers' Internet traffic management practices s.19(1)**

Commission staff is in receipt of a follow-up complaint filed by [REDACTED] pursuant to Rogers' letter of 22 March 2011 in which the company acknowledged that there is a problem with its traffic management equipment that can interfere with the interactive game World of Warcraft. Commission staff requests that Rogers provide a response to this complaint.

In view of the regulatory requirements set out in Telecom Regulatory Policy 2009-657, *Review of the Internet traffic management practices of Internet service providers*, 21 October 2009, Commission staff requests that the response specifically address the customer's allegation that the Rogers ITMP incorrectly identifies time-sensitive traffic generated by World of Warcraft and other inter-active games as peer to peer traffic (P2P), without P2P being active on the user's connection.

Commission staff requests that Rogers provide a response to this complaint by 23 April 2011, with a copy to the complainant.

Please direct your further correspondence to Joanne Baldassi of my staff ([joanne.baldassi@crtc.gc.ca](mailto:joanne.baldassi@crtc.gc.ca)). Should you have any questions about this request, you may call Joanne at (819) 997-4576.

Yours sincerely,

***Original signed by***

Suzanne Bédard for /  
Lynne Fancy  
Director General  
Competition, Costing & Tariffs  
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c.c.:

s.19(1)

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