



Ottawa, Canada
K1A 0N2

Ottawa, 30 March 2011

Ref. No.: 529411

BY E-MAIL

s.19(1)

Dear [REDACTED]

Re: Complaint regarding Rogers' Internet traffic management practices

Thank you for your correspondence.

Your complaint alleges that Rogers' interference with World of Warcraft gaming activity is inconsistent with its practice of advertising the availability of technology intended to boost the speed of its customers' internet connections.

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).

Commission staff notes that TRP 2009-657 does not set out limitations on an ISP's ability to advertise its retail Internet service speeds or the technology employed to achieve those speeds. As such, Commission staff considers that you have not provided any evidence that Rogers 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

Canada