



25 May 2011

Ref. No.: 534293

**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)

**Re: Complaint regarding Rogers' Internet traffic management practices**

Dear Mr. Thompson:

Commission staff is in receipt of the attached customer complaint regarding Internet traffic management practices (ITMPs) applied to retail Internet services provided by Rogers Communications Inc. (Rogers).

Commission staff notes that in paragraph 125 and 126 of Telecom Regulatory Policy 2009-657, *Review of the Internet traffic management practices of Internet service providers*, 21 October 2009, the Commission determined that ITMPs that result in a noticeable degradation of time sensitive audio or video traffic require prior Commission approval under section 36 of the *Telecommunications Act*.

In view of this regulatory requirement, Commission staff requests that the response specifically address the customer's allegation that the Rogers ITMP incorrectly identifies time sensitive traffic generated by applications such as Skype and Net2Phone, subjecting such traffic to the ITMP and rendering the applications unusable.

Commission staff requests that Rogers provide a response to this complaint by **14 June 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 S. Bédard'***

Suzanne Bédard  
Senior Manager, Tariffs  
Telecommunications

cc:



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Attach.