



Ottawa, Canada
K1A 0N2

Ottawa, 18 March 2010

Our reference: 482415



s.19(1)

Dear [redacted]

Re: Your complaint regarding Cogeco Canada's Internet traffic management practices

Thank you for your correspondence regarding the Internet traffic management practices (ITMPs) of your retail Internet service provider (ISP), identified in your complaint as Cogeco Canada.

In your complaint you allege that Cogeco Canada's application of ITMPs to BitTorrent traffic at all times of the day and all days of the week is not in compliance with the Commission's approved ITMP framework.

In Telecom Regulatory Policy 2009-657, *Review of the Internet traffic management practices of Internet service providers*, 21 October 2009 ("TRP 2009-657"), the Commission set out a framework for evaluating the acceptability of the ITMPs of ISPs.

In the framework, the Commission noted that in order for the Commission to evaluate a complaint regarding an ITMP applied to retail Internet services, the complainant should provide evidence and rationale as to why the ITMP does not meet the requirements of the ITMP framework.

In light of the ITMP framework and the complaints process as described above, I would ask that you elaborate further on your complaint regarding Cogeco Canada's ITMPs. Your elaboration should, to the extent possible, provide evidence and rationale as to why, in your view, Cogeco Canada's ITMPs do not meet the ITMP framework.

Please direct your further correspondence to Patrick Owens of my staff (patrick.owens@crtc.gc.ca). Should you have any questions about this request, you may call Patrick at (819)953-7159.

Yours sincerely,

Original signed by:

John Traversy
Executive Director
Telecommunications

Canada