



25 June 2010

**Our Reference: 8646-C12-200815400**

**BY E-MAIL**

Christine J. Prudham  
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Barrett Xplore Inc.  
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Dear Ms. Prudham:

**Re: ExaTEL complaint regarding Barrett Xplore traffic shaping**

The Commission has received electronic mail from Vianet Internet Solutions, also known as ExaTEL (“ExaTEL”), alleging that traffic shaping practices followed by Barrett Xplore are adversely affecting VoIP traffic from its customers. A copy of the correspondence with ExaTEL is attached.

Please provide the Commission with a response to the issues raised by ExaTEL, with a copy of the response directed to ExaTEL.

Furthermore, Commission staff notes that, pursuant to paragraph 126 of Telecom Regulatory Policy 2009-657, *Review of the Internet traffic management practices of Internet service providers*, 21 October 2009, Internet traffic management practices (ITMPs) which result in the noticeable degradation of time-sensitive Internet traffic such as VoIP traffic require prior Commission approval under section 36 of the *Telecommunications Act*. Accordingly, please comment on whether Barrett Xplore’s ITMPs result in the noticeable degradation of VoIP traffic and therefore require prior Commission approval.

Responses to these issues should be provided by 15 July 2010. Please direct any questions about this request to Patrick Owens of my staff, who is available at (819) 953-7159 or [patrick.owens@crtc.gc.ca](mailto:patrick.owens@crtc.gc.ca)

Yours sincerely,

***Original signed by***

Lynne Fancy  
Director General  
Competition, Costing and Tariffs  
Telecommunications

c.c.: Kathleen Turnsek, Vianet/ExaTEL, [kturnsek@vianet.com](mailto:kturnsek@vianet.com)  
Patrick Owens, CRTC, [patrick.owens@crtc.gc.ca](mailto:patrick.owens@crtc.gc.ca)

Encl. Attachment

**Canada**