

Correspondence Profile

Client Info

Name: [REDACTED]
Email Address: [REDACTED]
Company Name:
Postal Address:
City:
Province: [REDACTED] s.19(1)
Postal Code:
Phone:
Fax:

Date Registered: 13/12/2009 12:29:56 PM

Date Arrived: 13/12/2009

Message:

Bell Canada Internet. I understand about internet throttling when using a p2p like utorrent. But at times I am using a program called MediaMonkey. All I am doing is getting art work for music I already own. A lot of the time I am being throttled. I am including a screen shot of a few instances for an example. I have upgraded to a better plan called a Max 10 plan and it seems to have gotten worse. I do have utorrent on my system but it not in use at the time or even running at the time of my searches for art work.

Auto-Tag from Web

Search Options

Select which fields to use:

Couldn't show results
 Error description: Request from 1EYXVSY9HM4XC1V8GKS2 is throttled.

Select which Tracks to update:

#	Title	Artist	Album	Album Artist	Date	Genre	Track	Filename
1	Billy Davis Eyes	Kia Carras		Kia Carras				D:\Artist - Titled\Kia Carras - Billy Davis Eyes.mp3
2	Billy Davis Eyes	Kia Carras		Kia Carras				D:\Artist - Titled\Kia Carras - Billy Davis Eyes.mp3

Auto-Tag from Web

Search Options

Select which fields to use:

Couldn't show results
 Error description: Request from 1EYXVSY9HM4XC1V8GKS2 is throttled.

Select which Tracks to update:

#	Title	Artist	Album	Album Artist	Date	Genre	Track	Filename
1	Barefootz	Jimmy Buffett						D:\Artist - Titled\Jimmy Buffett - Barefootz.mp3
2	Barefootz	Jimmy Buffett						D:\Artist - Titled\Jimmy Buffett - Barefootz.mp3

Auto-Tag from Web

Search Options

Select which fields to use:

Couldn't show results
Error description: Request from 1EYXVSY9HM4XCYN8GKS2 is throttled

Creedence Clearwater Revival

Select which Tracks to update:

#	Title	Artist	Album	Album Artist	Date	Genre	Track	Filename
<input type="checkbox"/>	Blue Angel	Roy Orbison		Roy Orbison		Classic Rock		D:\Artist - T8\Roy Orbison - Blue Angel.mp3
<input type="checkbox"/>	Blue Angel	Roy Orbison		Roy Orbison		Classic Rock		D:\Artist - T8\Roy Orbison - Blue Angel.mp3

Close

start

Auto-Tag from Web

Search Options

Select which fields to use:

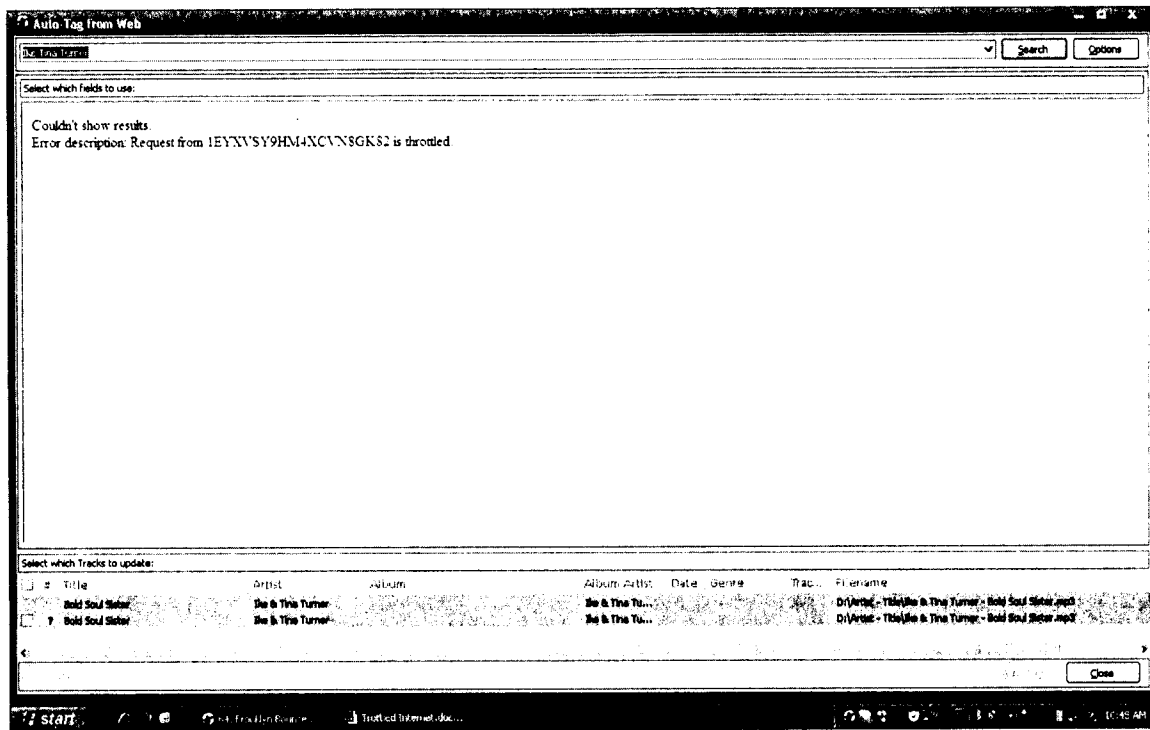
Couldn't show results
Error description: Request from 1EYXVSY9HM4XCYN8GKS2 is throttled

Select which Tracks to update:

#	Title	Artist	Album	Album Artist	Date	Genre	Track	Filename
<input type="checkbox"/>	Bohemian Rhapsody	Queen		Queen				D:\Artist - T8\Queen - Bohemian Rhapsody.mp3
<input type="checkbox"/>	Bohemian Rhapsody	Queen		Queen				D:\Artist - T8\Queen - Bohemian Rhapsody.mp3

Close

start



Papineau, Suzanne

From: Proulx, Chantal on behalf of CRTC DONOTRESPOND/NEPASREPONDRE
Sent: December-22-09 9:40 AM
To: [REDACTED]
Subject: Your message dated 12/13/2009 12:29:56 PM - Our reference: 475593
Attachments: 1.DOC; 2.DOC
s.19(1)

Dear [REDACTED]

Thank you for taking the time to contact the CRTC.

The problem you described should not be caused by Bell Canada's traffic managed as described online here:

http://internet.bell.ca/index.cfm?method=content.view&content_id=12119

Media Monkey is not identified as a throttled P2P file sharing application.

It is possible that the 'throttling' message may actually be throttling implemented by MediaMonkey or a partner service used by MediaMonkey for their auto-tag feature. Perhaps posting a question on the MediaMonkey support forum might help you figure out if the throttling is actually being implemented by MediaMonkey and not Bell Canada.

The MediaMonkey support forum can be found here:

<http://www.mediamonkey.com/forum/>

I hope this helps!

IMPORTANT NOTE: Please do not reply to this message using the email address indicated above as we cannot receive e-mail at this address. To reply or to add to your submission, please click here and follow the prompts:
<http://www.crtc.gc.ca/rapidscm/landing.asp?lang=E&caseid=475593&key=40524.7360646219>

Chantal Proulx
CRTC Client Services

1-877-249-2782 /télécopieur/facsimile 819-994-0218
Conseil de la radiodiffusion et des télécommunications canadiennes / Ottawa, Ontario K1A 0N2
Canadian Radio-television and Telecommunications Commission / Ottawa, Ontario K1A 0N2
Gouvernement du Canada / Government of Canada

Attachments:

- 1.DOC Attachment to correspondence dated Dec. 13, 2009
- 2.DOC incoming correspondence dated Dec. 13, 2009