



Ottawa, Canada  
K1A 0N2

Ottawa, 10 February 2011

Ref. No. 513298

**BY E-MAIL**



s.19(1)

Dear 

**Re: Your complaint regarding Rogers Communications Inc.'s Internet traffic management practices**

Thank you for your correspondence.

Your complaint alleges that the Internet traffic management practice (ITMP) employed by Rogers Communications Inc.'s (Rogers) is applied to peer-to-peer (P2P) and non-P2P traffic alike, and, as a result, your ability to engage in a multi-player game in prime time is impaired.

Commission staff notes that the Commission's policies on 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 further notes that, in the case of previous complaints relating to online games, Rogers has indicated that its ITMP does not have any effect on such games. According to Rogers, its ITMP only impacts upstream P2P traffic. You have not provided with your complaint any evidence to show that Rogers has acted in violation of the TRP 2009-657 policies. Commission Staff recommends that you contact Rogers to see if it can assist you in understanding and resolving the problem.

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  
Telecommunications

Canada