



CHRISTINE J. PRUDHAM
EXECUTIVE VICE PRESIDENT, GENERAL COUNSEL
DIRECT LINE: 905-944-7952
E-MAIL: cj.prudham@corp.xplornet.com

October 10, 2014

BY E-MAIL

Mr. Cameron Warriner
Senior Analyst, Telecommunications Sector
Canadian Radio-television and Telecommunications Commission
Centre Building, Les Terrasses de la Chaudiere
1 Promenade du Portage
Gatineau, Quebec K1A 0N2

Dear Mr. Warriner,

**Mr. [REDACTED]'s Complaint regarding Xplornet's Traffic Management
(Your File Reference: 678655)**

Thank you for your letter of September 19, 2014 and for forwarding the information regarding a complaint received from Mr. [REDACTED]. We apologize to you and Mr. [REDACTED] for not responding sooner.

Mr. [REDACTED] is correct.

Xplornet would like to sincerely thank Mr. [REDACTED] for bringing this matter forward. Your inquiry on his behalf prompted our network team to take a closer look and we discovered there was, in fact, an issue associated with traffic from the Google Play store.

In general terms, Internet traffic is classified into hundreds of different types of traffic. For example, video traffic is distinct from voice-over Internet protocol (VoIP) traffic. Prior to December 2013, Google Play traffic was classified as being under "Google Market" traffic. It was not possible to distinguish the Google Play traffic from the Google Market traffic. As a result, it was not possible to treat the Google Play traffic in the same manner as the iTunes Store traffic.

Sometime after December 2013, new classifications for traffic were created that broke out Google Play and Android Updates from the Google Market traffic. Regrettably, these new classifications were not identified by the systems and, as a result,

XPLORNET COMMUNICATIONS INC.
625 Cochrane Drive • Suite 1000 • Markham, Ontario • L3R 9R9 • www.xplornet.com



Xplornet's Internet Traffic Management Policies ("ITMPs") were not updated to exempt the Google Play traffic from the application of the ITMPs.

In short, a technical classification of the traffic inadvertently resulted in the Google Play traffic being misidentified and, at certain times of the day under certain conditions, being slowed down.

Once discovered, Xplornet immediately corrected the situation and insured all updated classification information was in the systems. Effective as of September 26, 2014, the Google Play traffic is being treated in the same manner as the Apple Store traffic.

We appreciate Mr. [REDACTED] pursuing this matter and apologize that we did not discover this system issue sooner. As a result of this incident, we have taken steps to improve how we address technical inquiries of this nature from our customers.

In light of the situation, we have not answered the detailed questions asked in your letter but hope this response addresses the concerns of the CRTC. If you have any further questions, we would be happy to speak with you.

Yours truly,

[REDACTED]

Christine J. Prudham

CJP/

cc: Mr. [REDACTED]
Mr. Tim Harrison, *Xplornet Communications Inc.*