

June 9, 2011

Canadian Radio-television and
Telecommunications Commission
Ottawa, ON K1A 0N2
Attention: Joanne Baldassi

Dear Ms. Baldassi:

**Re: Complaint Regarding Rogers' Internet Traffic Management Practices; Your
File # 522253 and File # 517209**

I regret to inform you that the fix mentioned by Mr. Thompson on May 31st, 2011 did not fix the problems experienced while gaming with Peer-to-peer active, and in fact made the issue worse. Rogers' online technical support has since acknowledged the issue to users:

Rogers Network Operations is aware of the WoW (World of Warcraft) issue users are facing with random disconnection, latency etc. While we have fixed some issues with a software modification, new problems have emerged that we expect will be addressed with a second software update shortly.

It has been noted that the most common cause of these issues occur when P2P is running while simultaneously playing the game. If you are experiencing problems we suggest you turn off the peer to peer setting within the WoW game and ensure no other P2P file sharing applications are running while playing WoW. WoW does use P2P for software updates, but with this setting changed you should continue to automatically receive software updates through other methods. This is only a temporary solution. We continue to work closely with the game manufacturer and our equipment supplier to help resolve this issue as soon as possible.

It has now been 9 months since this issue was caused by Rogers, and 4 months since they acknowledged user complaints on this issue (as shown in my previous CRTC complaint). While they finally acknowledged there was a problem, it is apparent that, in spite of their best efforts, Rogers has been unable to provide a proper fix for the issue — an issue that other ISPs are not experiencing. I would request that the CRTC now instruct Rogers to do whatever is required to resolve this issue immediately.

When can we expect the CRTC to take decisive action on Roger's failure to adhere to existing rules?

The CRTC's mandate is to ensure that both the broadcasting and telecommunications systems serve the Canadian public. The CRTC uses the objectives in the Broadcasting Act and the Telecommunications Act to guide its policy decisions.

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I am not being served, and neither are the hundreds of other users impacted by this issue.

This is the second attempt to fix the issue that has completely failed. Please inform me of the deadline that the CRTC will instruct Rogers to meet after which time the CRTC will take punitive action against Rogers, and what that punitive action will be.

Teresa Murphy

Via email: Ken Thompson (Ken.Thompson@rci.rogers.com)
Sicco Naets (sicco.naets@rogers.com)