



Rogers Communications Partnership

333 Bloor Street East
Toronto, Ontario M4W 1G9
rogers.com
Tel.: 416.935.3227
Fax: 416.935.2523
ken.thompson@rci.rogers.com

Ken Thompson

Director & Counsel
Copyright and Broadband Law

March 22, 2011

Via email: patrick.owens@crtc.gc.ca

Canadian Radio-television and
Telecommunications Commission
Ottawa, ON K1A 0N2

Attention: Patrick Owens

Dear Mr. Owens:

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

Thank you for your letters of February 23rd and 25th, 2011 regarding the impact of Rogers Internet traffic management practices (ITMP) on the interactive game called World of Warcraft.

Our tests have determined that there is a problem with our traffic management equipment that can interfere with World of Warcraft. We have been in contact with the game manufacturer and we have been working with our equipment supplier to overcome this problem.

We recently introduced a software modification to solve the problems our customers are experiencing with World of Warcraft. However, there have been recent changes to the game, which has created new problems. A second software modification to address these new issues will not be ready until June.

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We have determined that the problem occurs only when our customers are simultaneously using peer-to-peer file sharing applications and running the game. Therefore we recommend turning off the peer-to-peer setting in the World of Warcraft game and ensuring that no peer-to-peer applications are running on any connected computer. Rogers will engage our customers to ensure they are aware of these recommendations, while continuing to work on a longer term solution.

We sincerely regret the inconvenience that some of our customers have experienced in playing World of Warcraft and will continue to work with the game supplier and our technology supplier to solve the remaining problems as soon as possible.

Yours very truly,



Ken Thompson
Director & Counsel
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Copy: Sicco Naets sicco.naets@rogers.com
Teresa Murphy resa1983@hotmail.com