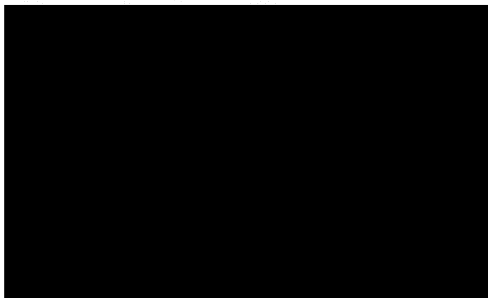


Correspondence Profile**Client Info**

Date Registered: 14/10/2014 10:19:45 AM

Date Arrived: 14/10/2014 10:19:45 AM

Message:

Bell appears to be throttling our Netflix streaming. It occurs every night at about 8:30 pm. Unfortunately we have no other service provider where we live. I have contacted Bell and of course they won't admit to throttling, but the speed tests we run suggests that download speed is more than adequate. We have Netflix running on the lowest setting as well. I know Bell and others have been throttling in the past and we are using, on average, much less than 10% of our monthly download allotment. Could someone review our situation please.



Conseil de la radiodiffusion et des
télécommunications canadiennes

Canadian Radio-television and
Telecommunications Commission

Ottawa, Canada
K1A 0N2

October 28, 2014

Our reference: 684118

BY E-MAIL

Mr. Philippe Gauvin
Senior Counsel,
Regulatory Law and Policy
Bell Canada
160 Elgin Street
19th Floor
Ottawa, Ontario K2P 2C4
bell.regulatory@bell.ca

RE: Complaint regarding Bell Canada Internet traffic management practices

Dear Mr. Gauvin:

The Commission has received a complaint, dated 14 October 2014, in which the complainant alleges that Bell Canada (Bell) may be using Internet traffic management practices (ITMPs).

Commission staff notes that in *Review of the Internet traffic management practices of Internet service providers*, Telecom Regulatory Policy CRTC 2009-657, 21 October 2009 (TRP 2009-657), Internet Service Providers (ISPs) were required to disclose to their retail customers information related to the technical ITMPs that apply to their Internet service. Among other things, an ISP should identify how the ITMP will affect a user's Internet experience, including the specific impact on speeds.

Commission staff requests that Bell provide a response to this complaint by **17 November 2014**, with a copy to the complainant.

Commission staff requests that, in providing its response to the complaint, the company ensure to address, amongst other matters, the following:

Canada

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- a) Indicate whether Bell is applying ITMPs to the complainant's Internet service, specifically with respect to Netflix. If Bell is not applying ITMPs to the complainant's Internet service, indicate what the source of the complainant's Internet issues may have been.
- b) If the complainant's service is being throttled, indicate:
 - a. the nature of the throttling (i.e. Limited to upstream? Downstream? Both?)
 - b. the throttled bit-rate.
 - c. the period in a day where throttling would be applied
 - d. the number of consecutive days on which throttling would be applied
- c) Explain the process put in place to inform Bell customers that Internet plans, such as the one that is the subject of this complaint, may limit upstream and/or downstream data rates for certain Internet services.

Provide copies of all files (e.g. service tickets and test results) related to the individual's complaint, and discussions that the complainant has had with the company on this topic, if applicable.

The complainant may file a reply within 10 days of Bell's reply, with a copy to Bell. If a reply is not received, Commission staff will consider that the complainant is in agreement with Bell's response.

Please direct your correspondence to Cameron Warriner of my staff at cameron.warriner@crtc.gc.ca.

Sincerely,

Original signed by

Michel Murray
Director, Regulatory Implementation
Telecommunications Sector

c.c.: [REDACTED]
Cameron Warriner, CRTC, 819-953-6081, cameron.warriner@crtc.gc.ca

Attach. (1)