



Reference No. 684118

2014 11 17

To: Mr. John Traversy  
 Secretary General  
 Canadian Radio-television and  
 Telecommunications Commission  
 Ottawa, Ontario  
 K1A 0N2

Subject: Complaint regarding Bell Canada Internet traffic management practices – Bell Canada response to a complaint regarding the quality of Netflix streaming

Dear Mr. Traversy,

1. On 28 October 2014, Commission staff forwarded to us a complaint from Mr. [REDACTED] regarding the quality of Netflix streaming during evening hours around 8:30pm. Mr. [REDACTED] believed this may be due to the throttling of Netflix and requested that this be reviewed. I would first like to confirm that Bell Canada does not employ any Internet traffic management practices (ITMPs) in order to slow down or "throttle" Netflix traffic.

2. I have requested a review of Mr. [REDACTED] connection in order to determine the potential source of this observed drop in quality. Our network team has determined that Mr. [REDACTED] is located in [REDACTED] and is unfortunately on a very long copper loop (3200m) due to the distance of his home from our nearest Digital Subscriber Line Access Multiplexer (DSLAM) equipment available to serve these premises. This means that Mr. [REDACTED] Digital Subscriber Line (DSL) connection is limited, due to signal attenuation of DSL transmissions over copper, to download speeds of approximately 3 Mbps due to this copper loop length. This is compounded by the fact that Mr. [REDACTED] traffic (and that of other customers in this neighbourhood) is aggregated into links which are experiencing congestion during evening peak hours. We anticipate completing some congestion relief work by the end of the month which may relieve some of the issues Mr. [REDACTED] is experiencing, however this will not resolve the general limitations of Mr. [REDACTED] connectivity caused by the significant loop length. It should also be noted that any devices sharing the connection (such as smartphones or tablets) may use bandwidth and affect the connectivity of other devices and/or services (such as Netflix). Turning the Wi-Fi connectivity of these other devices off while watching Netflix may help improve the viewing experience.

Yours truly,

*[ Original signed by P. Gauvin ]*

**Philippe Gauvin**  
 Senior Legal Counsel

c.c.: Michel Murray, CRTC  
 Cameron Warriner, CRTC  
 [REDACTED]

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