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# Part G Tariff for Third Party Internet Access ITEM 701 Description of Service – continued

#### Section 1 - Description of Service - continued

1.3. Rogers does not guarantee any transmission speed for the TPIA Service.

Rogers relies on network investments as the primary tool to manage Internet traffic and address potential congestion. We monitor the utilization of the wireline Internet network to maintain the service experience and plan for additional capacity to ensure that end-users continue to receive the broadband speeds they have purchased.

Rogers has mechanisms in place to protect our wireline Internet network from malicious traffic and security threats, such as Denial of Service (DOS) attacks, malware, spam, and fraudulent activity (e.g., modem cloning). We take standard, necessary and reasonable steps to prevent service outages and to ensure that bandwidth usage is optimized efficiently amongst endusers who share the same service node.

In times of emergencies and extreme circumstances, or cases of disproportionate use of the network, Rogers may also apply the following technical Internet traffic management practice (ITMP) to wireline Internet service:

- .1 What is the ITMP and when will it occur:
  - Rogers' traffic management policy for our wireline Internet service comes into effect in the event of significant network congestion as the result of:
    - a) an emergency or extreme circumstance; or
    - b) an end-user's activity that restricts, inhibits or degrades other end-users' use of the service or Rogers' ability to deliver the service.
  - During such instances, Rogers may deploy a traffic management measure to an enduser's upload traffic (i.e. from the end-user to the Internet) on wireline Internet service plans with a maximum upload speed of 10 Mbps or higher.
  - Should an end-user engage in a volume of upload activity over a sustained period of time such that this usage negatively impacts, or is likely to negatively impact, the Internet experience for other end-users, that end-user's maximum upload speed may be temporarily reduced.
- .2 Why the ITMP is applied:
  - Rogers deploys this traffic management measure so that all Internet end-users receive
    fair access to the Internet. During periods of significant network congestion resulting from
    emergency or extreme circumstances, or an end-user's disproportionate use of the
    network, this helps to ensure that all end-users can enjoy a consistent and reliable online
    experience and preserves the integrity of our network.
  - This objective is especially important in times of public emergency that result in greater demands on our network. During such periods, keeping end-users connected to their families, friends and co-workers – and to critical information and services – is essential.

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### **ACCESS SERVICES TARIFF**

# Part G Tariff for Third Party Internet Access ITEM 701 Description of Service – continued

### Section 1 – Description of Service – continued

3 Continued		N
.3	What type of Internet traffic (e.g. application, class of application, protocol) is subject to the ITMP:  • No specific application or protocol is specifically targeted through this traffic management	N N N
	<ul> <li>Policy.</li> <li>Only data upload activity described under #1 above may be subject to traffic management. Download traffic is not managed.</li> <li>Rogers' traffic management policy is designed to reduce the impact of extreme, data-intensive activity by individuals during a congested period in order to leave resources open for more end-users engaging in real-time interactive activities.</li> </ul>	N N N N N
.4	<ul> <li>How the ITMP will affect a user's Internet experience, including the specific impact on speeds:</li> <li>If an end-user's maximum upload speed is temporarily reduced as a result of this ITMP, it may take longer to upload larger volumes of data.</li> <li>Under the ITMP, maximum upload speeds will be maintained at levels that will continue to support real-time interactive activities, such as online banking, web-browsing, social networking, audio/video conferencing, online gaming and VoIP services.</li> <li>For the vast majority of end-users, their Internet experience is unaffected by our traffic management policy.</li> </ul>	N N N N N N N N

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