

## **ROGERS DATA MANAGEMENT POLICY**

### **Wireless Home Internet and Wireless Business Internet Unlimited Packages (with Usage Allotment at High Speeds, Followed by Reduced Speeds)**

#### **1. What is the Internet Traffic Management Practice (ITMP) for Wireless Home Internet and Wireless Business Internet, and when will it occur?**

- Wireless Home Internet and Wireless Business Internet unlimited packages include a high-speed usage allotment identified for each package. If you subscribe to one of these packages, you will be subject to an ITMP if you exceed your high-speed usage allotment for the month.
- Once you exceed this allotment, your download and upload speeds will be reduced by 60% until the end of your current bill cycle. If reduced, your access to the high speeds identified for your package will be restored at the beginning of your next bill cycle.
- See your service agreement for the usage allotment, high speeds and reduced speeds for your package.

## **2. Why the ITMP is applied?**

- Traffic management is necessary to deliver a consistent and reliable online experience for all users, and to preserve network integrity.

## **3. Who is impacted by this Wireless Home Internet and Wireless Business Internet ITMP?**

- This ITMP only applies to customers on Wireless Home Internet and Wireless Business Internet unlimited packages with a high-speed usage allotment and who exceed it during their bill cycle.

## **4. What type of Internet traffic (e.g., application, class of application, protocol) is subject to the ITMP?**

- All Internet traffic is subject to this ITMP and is treated equally, including all online content, applications and classes of service.
- Upload and download activity both contribute to the total amount of usage.

## **5. How will the ITMP affect a user's Internet experience, including the specific impact on speed?**

- Once speeds are reduced under the ITMP, it may, for example, take longer to upload and download large files and to load webpages or social networking applications with embedded video content. Online activities will continue to function at the reduced speeds identified for your package; however, the quality of higher bandwidth activities such as video conferencing and streaming will likely be reduced, especially when multiple users are connected to your local network.

## **6. Will I be charged for any usage above the high-speed usage allotment?**

- No, customers who exceed the high-speed usage allotment identified for their package will not incur overage charges.