ROGERS WIRELESS HOME INTERNET / WIRELESS BUSINESS INTERNET PLANS DATA POLICY

Wireless Home Internet and Wireless Business Internet Unlimited Packages (with Usage Allotment at High Speeds, Followed by Reduced Speeds); Rogers 5G Home Internet

1. **What is the Internet Traffic Management Practice (ITMP) for Wireless Home Internet, Wireless Business Internet and Rogers 5G Home Internet, and when will it occur?**

   - Wireless Home Internet and Wireless Business Internet unlimited packages, and Rogers 5G Home Internet, 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, as well as Rogers 5G Home Internet plans, 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.

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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.

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Video Optimization

1. **What is the Video Optimization Internet Traffic Management Practice (ITMP) for Rogers 5G Home Internet, and when will it occur?**

    - Rogers enhances performance of its wireless network by optimizing video streaming for all 5G Home Internet customers at all times.

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

    - Rogers continually invests in spectrum and our networks to keep pace with demand and alleviate potential congestion, with the wireless internet network shared with mobile customers. Traffic management is necessary to deliver a consistent and reliable online experience for all users, and to preserve network integrity.

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

    - Optimization will occur with all detected video streamed over the Rogers network, including videos downloaded from streaming sites. Optimization does not apply to real-time video messages or conferencing.

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

    - Optimizing video streams may result in faster load times and fewer or no playback interruptions or stalls and can also lower Rogers 5G Home Internet customers' data usage and create less network congestion. All detected video streams will be reduced to 3 Mbps, which will reduce the maximum image resolution that can be streamed. Video streamed at 3 Mbps is typically sufficient for at least 720p high-definition.