FIDO NETWORK MANAGEMENT POLICY

Wireline

Fido 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 our customers continue to receive the broadband speeds they have purchased.

Fido 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 our customers who share the same service node.

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

1. What is the ITMP and when will it occur:

- Fido's traffic management policy for our retail 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) a customer's activity that restricts, inhibits or degrades other customers' use of the service or Fido's ability to deliver the service.
- During such instances, Fido may deploy a traffic management measure to a customer's upload traffic (i.e. from the customer to the Internet) on wireline Internet service plans with a maximum upload speed of 10 Mbps or higher.
- Should a customer 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 customers, that customer's maximum upload speed may be temporarily reduced.

2. Why the ITMP is applied:

- Fido deploys this traffic management measure so that all Fido Internet customers receive fair access to the Internet. During periods of significant network congestion resulting from emergency or extreme circumstances, or a customer's disproportionate use of the network, this helps to ensure that all of our customers 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 our customers connected to their families, friends and co-workers – and to critical information and services – is essential.

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 policy.
- Only data upload activity described under #1 above may be subject to traffic management. Download traffic is not managed.

- Fido's 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 customers engaging in real-time interactive activities.

4. How the ITMP will affect a user's Internet experience, including the specific impact on speeds:

- If a customer's maximum upload speed is temporarily reduced as a result of this ITMP, it may take longer to upload larger volumes of data.
- 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.
- For the vast majority of our customers, their Internet experience is unaffected by our traffic management policy.

Fido Mobile

Fido relies on network and spectrum investments as the primary tool to manage mobile Internet traffic and address potential congestion. We have mechanisms in place to protect the Fido wireless network and our customers from malicious traffic and other security threats, as well as standard network management processes to enable the normal operation of our mobile network.

Fido may also enhance performance of its mobile wireless network by optimizing video streaming. Optimizing video streams may result in faster load times and fewer or no playback interruptions or stalls during common mobile usage. Due to the small screen size of a smartphone or tablet, the impact on image quality should be minimal or unnoticeable. Video optimization can also lower mobile customers' data usage and create less network congestion. Optimization may occur with all detected video streamed over the Fido network in Canada (including Extended Coverage), as well as foreign networks. Optimization does not apply to streaming over WiFi, video messages or conferencing, nor to videos saved to your device.

Our wireless network is designed and built to provide consistent high-speed data service, but at times and in areas where the number of customers using the network exceeds available network resources, customers will experience reduced data speeds. To provide the best possible experience for the most customers, we implement dynamic congestion internet traffic management practices; customers with significant, heavy-data usage creating an unusually large burden on the network may be subject to lower network prioritization. Rogers First Priority Service also provides priority access to first responders, public safety officials, and critical infrastructure personnel, and data connections from these users are always prioritized by the mobile network during congestion.

As a result, Fido customers connecting to sites in congested areas may experience slightly slower speeds and delayed response times when using data services, such as browsing and uploading or watching videos. In extremely rare cases, data connections could need to be re-initiated. 9-1-1 service is never impacted. Prioritization should be unnoticeable except during times and in areas of congestion, is applied on a content-agnostic basis (all applications treated equally), and is relative; during periods of heavy congestion, all users will experience slower speeds.

Specific plans may have Internet traffic management practices applied as outlined in their data management policies (as listed below).

5 Extra Hours of Data