



March 28th, 2008

To: Our Bell Canada ISP Customers

**John Sweeney**  
Senior Vice President  
Carrier Services

In 2007, Bell Canada launched internet traffic management for our Sympatico residential customers during peak periods of Internet usage (4:30 p.m. – 2:00 a.m.) to ensure we deliver bandwidth fairly to all customers during peak Internet usage. Last week, we initiated similar traffic management for our wholesale users as well.

Bell's congestion and bandwidth management solutions apply to our entire DSL PPPoE (Point to Point Protocol over Ethernet) network, including both retail and wholesale services. To ensure optimal use of Internet network resources for all of our customers Bell has implemented Data Packet Inspection (DPI) on P2P file sharing and bit torrent applications. DPI identifies the packet mapping, but does not monitor, track, or access the data of your customers who are using P2P applications. Your customers can continue to use P2P services but they will not work as fast during peak periods. All other application functionality is not affected.

We understand the difficulty this action has caused for you and your customers who are P2P users, but the majority of your end users will experience an increased level of satisfaction. We regret the fact that we did not advise you in advance of taking this action, but the action was necessary to allow for a more fair allocation of bandwidth for all Canadian internet users.

Regards,

A handwritten signature in black ink that reads "John Sweeney". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

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