



Telecom Order CRTC 2025-229

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Gatineau, 5 September 2025

Public record: 8740-R28-202503630

Rogers Communications Canada Inc. – Introduction of new service speeds

Summary

The Commission is working to increase choice and affordability of high-speed Internet services by promoting greater competition between Internet service providers while ensuring investment in high-quality networks.

Wholesale access helps promote competition. It allows competitors to use the Internet networks of large telephone and cable companies to provide their own Internet services to consumers. Increased competition creates more choice and leads to lower prices for Canadians.

When providing wholesale access, the Commission requires that competitors have access to the same speed options that the large telephone and cable companies make available to their own customers.

The Commission received an application from Rogers Communications Canada Inc. (Rogers) proposing to introduce new service speeds for its third-party Internet access service.

The introduction of the new service speeds will help ensure that these services are available to competitive Internet service providers so that they can offer additional choice to Canadians. Accordingly, the Commission approves, on an interim basis, Rogers' application.

Application

1. On 15 July 2025, the Commission received an application from Rogers Communications Canada Inc. (Rogers) proposing changes to its Access Services Tariff to introduce new service speeds to reflect the availability of new third-party Internet access service speeds.
2. Specifically, Rogers proposed the addition of the following service speeds for Rogers East: 300 megabits per second (Mbps) download / 30 Mbps upload, and 300 Mbps download / 200 Mbps upload. Rogers proposed the addition of the following service speeds for Rogers West: 75 Mbps download / 50 Mbps upload, 300 Mbps download / 50 Mbps upload, and 300 Mbps download / 200 Mbps upload.

3. Rogers did not propose new wholesale rates for these new speeds as they fall within existing speed bands with approved interim rates.
4. In its application, Rogers also sought to destandardize certain service speeds that are no longer offered to Rogers' retail customers.
5. Rogers also proposed to correct two errors discovered on approved tariff pages:
 - Adding an asterisk (*) to the 100 Mbps download / 100 Mbps upload speed listed on page 96C to indicate that the service is only offered where available.
 - Correcting the rate for the destandardized 250 Mbps download / 15 Mbps upload speed on proposed page 97C. There are no changes to any terms or conditions.

TekSavvy's intervention

6. On 16 July 2025, the Commission received a procedural request from TekSavvy seeking expedited interim relief in the form of immediate interim approval of at least the 300 Mbps download / 30 Mbps upload speed in the Rogers East serving territory, if not all the new speeds.
7. In its intervention, TekSavvy noted that new speeds introduced in existing rate bands and at existing rates should be immediately approved by default on an interim basis or should not require a process to receive Commission approval. TekSavvy further stated that the immediate approval of new speeds was a key consideration in a Part 1 Application it filed¹ with the Commission in 2022.

Commission's analysis

8. In Telecom Regulatory Policy 2010-632, the Commission concluded that incumbent local exchange carriers and cable carriers are to provide their existing wholesale high-speed access services to competitors at speeds that match all speed options that the companies offer to their own retail Internet service customers.
9. Rogers is proposing to charge the same Commission-approved monthly rates for the new speed tiers as for existing speed tiers as they fall within existing speed bands. Those rates are currently interim and are under consideration in the proceeding initiated by Telecom Notice of Consultation 2023-56. Therefore, the Commission considers that the proposals to charge the existing rates for increases to the upload speeds are appropriate.

¹ See TekSavvy's [Application Seeking Updates to the Approval Processes for Competitor Tariff Filings](#).

10. The Commission considers that approval of this application would advance the policy objective set out in paragraph 7(b) of the *Telecommunications Act*² and considers that Rogers' proposal is reasonable and complies with the regulatory policies.
11. Regarding Rogers' application to destandardize various speeds, the Commission is of the view that the appropriate time to seek a Commission decision would be following the close of the 45-day intervention period. Therefore, the Commission will issue a final decision on the destandardization of these service speeds in accordance with the timelines set out in the staff [letter](#) dated 6 August 2025.

Conclusion

12. In light of all of the above, the Commission approves, on an interim basis, Rogers' application regarding the introduction of new service speeds, effective 5 September 2025.
13. The Commission also approves the changes proposed to correct the two errors, as detailed in paragraph 5 of this order.
14. Revised tariff pages are to be issued within 10 calendar days of the date of this order. Revised tariff pages can be submitted to the Commission without a description page or a request for approval; a tariff application is not required.

Secretary General

Related documents

- *Notice of hearing – Review of the wholesale high-speed access service framework*, Telecom Notice of Consultation CRTC 2023-56, 8 March 2023, as amended by Telecom Notices of Consultation CRTC 2023-56-1, 11 May 2023, 2023-56-2, 4 July 2023, 2023-56-3, 6 November 2023, and 2023-56-4, 8 April 2024
- *Wholesale high-speed access services proceeding*, Telecom Regulatory Policy CRTC 2010-632, 30 August 2010

² The cited policy objective is the following: 7(b) to render reliable and affordable telecommunications services of high quality accessible to Canadians in both urban and rural areas in all regions of Canada.