



November 28, 2005

Gerry Lylyk  
Director, Consumer Affairs  
Telecommunications Branch  
Telecommunications  
Canadian Radio-television and  
Telecommunications Commission  
Ottawa, Ontario  
K1A 0N2

Dear Mr. Lylyk:

Re: File #8665-C12-2005 13483 Consumer Privacy

1. Rogers Wireless Partnership (RWP) is in receipt of a letter from the Canadian Radio-television and Telecommunications Commission's ("CRTC") dated November 18, 2005, regarding the above noted file number.
2. Please be advised that this response is on behalf of both RWP, as well as FIDO Inc.
3. The attached report and schedules are in response to the CRTC's request for an investigation into an alleged incident of disclosure of telephone subscriber information, as reported in Maclean's magazine on November 14<sup>th</sup>, 2005, as well as current and additional safeguards recently put in place.
4. Rogers requests that the Commission treat the enclosed information as confidential, pursuant to section 20(1)(b) of the Access to Information Act, and sections 38 and 39 of the Telecommunications Act. This information refers to the methods and procedures used by Rogers to preserve and protect its customers' personal information. For both competitive and security reasons, Rogers would never publicly disclose the information contained in the document. Rogers submits that any possible public interest in disclosure of the confidential information is greatly outweighed by the specific direct harm that would flow to Rogers and its customers.
5. Although an abridged version of this report has not been prepared, if the CRTC deems it necessary, RWP is willing to prepare such a report.

Yours truly,

Dawn Hunt  
CC Kasia Kryzmien, Office of the Privacy Commissioner  
DH/hs

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