

Hydro One Telecom's Ethernet Services provide cost-effective data connections to support your unique business needs. We have a physically diverse fibre network, next generation technology and unparalleled customer service required for mission-critical, high-bandwidth applications including: Wide-area corporate networks, Data Centre connectivity, Consolidated voice/data/video and High-capacity disaster recovery

## **High-Speed, High-Bandwidth, Competitively Priced Service**

Hydro One Telecom offers high-speed, high-bandwidth Layer 2 Ethernet services that seamlessly expand your organization's LAN according to your requirements. We offer network access interfaces at speeds of 10 Mbps, 100 Mbps and 1G with a scalable throughput. With flexible options and pricing, you pay only for the service you require.

## **Fully Diverse, Low Latency Service Options, Customized For Business**

We can assist you in network design, planning and implementation to ensure that your network is tailor-made to suit your unique business needs. We offer network access and connectivity at a committed bit rate, guaranteeing bandwidth and ensuring application performance. Managed customer premise equipment (CPE) is available upon request.

## **Ontario-Wide Fibre Network With Connectivity To Points Beyond**

Hydro One Telecom has an extensive fibre-optic network spanning more than 6,000 kilometers, which makes it possible for businesses and organizations to link facilities and offices in diverse or remote locations. Because our network is interconnected to North American carriers, we can provide network solutions that go beyond Ontario's borders.

## **A System Designed For Stability And Reliability**

With Hydro One Telecom, you benefit from a system designed for stability and reliability and built for maximum resilience. Originally constructed to protect and control Ontario's electricity grid, our fibre network runs above ground on Hydro One's transmission towers and is monitored by Hydro One's award-winning network operation centre.

## **Superior Standards and Service Excellence**

Hydro One Telecom's service level agreements are among the highest in the industry. Our customer satisfaction level is over 90%.

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To learn more about Ethernet Services and other offerings, please contact us at [HOTSales@HydroOne.com](mailto:HOTSales@HydroOne.com) or (866) 345-6820 to speak with a Sales representative- or visit us at

[www.HydroOneTelecom.com](http://www.HydroOneTelecom.com)

## Service Features

INTERFACE / FEATURE	CAPACITY / DETAILS
User Network Interface (UNI) Access Speeds	10 Mbps, 100 Mbps, 1000 Mbps (Gige), 10 G, Etherchannel Bundling
Ethernet Virtual Connection (EVC) Bandwidth	10 Mbps Access - Up To 10 Mbps, 1 Mbps Increments 100 Mbps Access - Up To 100 Mbps, 1 Mbps Increments 1000 Mbps Access - Up To 1000 Mbps, 1 Mbps Increments 10 G Access – Starting At 1G, 1 Mbps Increments
Supported LAN Interfaces	Fast Ethernet (Electrical) Interfaces For E10/E100, Gigabit Ethernet (Electrical And/Or Optical) For E1000
Access Models	Untagged (Null) Frames At UNI, No VLAN Id 802.1Q Tagged Frames At UNI (All:1, 1:1) Multiple Vlans Per Access (Many:1)
Service Topologies	Service Topologies Point-To-Point Point-To-Multipoint (Hub and Spoke) Multipoint-To-Multipoint (Any To Any, VPLS)
Class Of Service (Cos)	Supports Customer Equipment (CE) - VLAN Cos Preservation
Maximum Frame Size (MTU)	Up To 9000 Bytes
Diversity	Physical Diversity Options Available
MTTR (Mean Time To Repair)	4 Hours
Availability	10 Mbps Access - Up To 10 Mbps, 1 Mbps , 99.9%