



***Toronto Hydro Telecom's disaster recovery provisions kept  
networks running***

TORONTO, December 10, 2003 – Canada's recent season of disasters (SARS, forest fires, August 14th blackout) wreaked havoc on business operations, highlighting the need for redundancy and recovery provisions for mission critical telecommunication operations. During the times of crisis, Toronto Hydro Telecom Inc. (THTI), a specialized provider of disaster recovery and telecommunication services to Toronto-area businesses, was instrumental in keeping networks up and operations running for several of Canada's leading corporations and institutions.

"Our priority at THTI is to keep our network running at maximum efficiency so we're well suited to provide Toronto-area businesses with redundancy and recovery operations," says Ian Miles, President, Toronto Hydro Telecom Inc. The THTI network was available throughout the power crisis, and clients who had disaster recovery plans in place saw minimal disruption to their mission critical network operations.

One major financial institution had contracted with THTI to provide a fully secure "hot" site creating an exact replica of their data and network operations. When the power outage struck this summer, the financial institution's systems automatically switched over to the hot site, and accessed replica data to continue business without any interruption.

THTI has long recognized the need for disaster recovery planning and has been proactive in working with Toronto businesses and institutions to develop and implement appropriate plans. The process begins with identifying mission critical

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network functions. For example, financial institutions need network operations, transaction processing and real-time trading capabilities, hospitals require patient record handling and transmission of data, and broadcasters rely on real-time transmission to remain on air.

“Disaster recovery planning generally proceeds on two fronts. Redundancy makes sure that a company has duplicate data readily available and stored off-site at all times. And they need to have duplicate physical networks in place so that if one network goes down they have an alternative. Recovery services provides everything required for business to continue — data centre space, equipment, terminals, even personnel if needed,” explains Miles.

The spate of disasters experienced across Canada this past summer has raised awareness for the importance of disaster recovery planning. However it doesn’t take one of these large-scale crises to prove the value of redundancy and recovery services. One THTI client found their disaster recovery plan was called on within days of implementation.

The client, a large multi-national financial management and advisory firm, experienced a significant server failure. Operations were rerouted to their stand-by site through THTI’s network for a period of two weeks with no disruption.

Miles says, “Disaster recovery has moved off the wish lists of IT managers and is now a ‘must-have’ requirement for any organization that stands to lose business because of a network disruption. With THTI’s extensive capabilities, service options and priority on network reliability, we are well-positioned to partner with firms for disaster recovery planning and data storage transport and to act as a companion to existing network suppliers for redundancy purposes.”

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Established in 2000 as an affiliate of Toronto Hydro - Electric System Limited, the regulated utility that distributes electricity in Toronto, THTI has quickly grown to



become a highly specialized and innovative provider of telecom services to businesses in Toronto. The company is the sole owner of its vast fibre optic network, which spans 450 kilometres and connects 400 commercial buildings in Toronto. Today, THTI counts many of Canada's leading businesses and institutions among its clients, including financial institutions, mutual fund companies, broadcasters, hospitals, colleges and universities.

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