



## Q & A

### **1. What is Toronto Hydro Telecom announcing today?**

Toronto Hydro Telecom is announcing plans to provide a blanket of Wi Fi coverage in the downtown Toronto core, giving Toronto the largest ubiquitous Wi Fi coverage zone in Canada. Anyone who works, lives, studies or plays in the downtown core will have access to this new network. The new Wi Fi service is a complementary service to Toronto Hydro Telecom's existing fibre optic business, which has been in operation since 1995.

### **2. How is the Toronto Hydro Telecom Wi Fi network different from the Wi Fi service provided already by Bell, Rogers and Telus?**

Toronto Hydro Telecom's solution to the dead zones that are currently found in downtown Toronto is to install radio access points on existing streetlighting poles in order to ensure consistent connectivity. Currently, radio transmitters are located arbitrarily in coffee shops, fast food outlets, train stations or hotels, depending on the service provider. Toronto Hydro Telecom's solution will offer seamless, unfettered access to the Internet from any location with the ubiquitous Wi Fi zone.

### **3. What kind of technology is being used?**

Our Wi Fi network will use the latest 802.11 g technology and will also be compatible with the 802.11 b standard. The network will employ a mesh architecture that reduces the need for wired infrastructure. By installing equipment designed to achieve indoor and outdoor coverage simultaneously, we can create a 'hotzone' that will blanket the network coverage area. This will allow for untethered use throughout the hot zone.

The Wi Fi network will work in tandem with the company's existing fibre optic network, which forms the backbone of the delivery system.

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#### **4. When will the network be functional?**

The new network will be implemented in five stages. It will be completely functional by December 31, 2006. A map showing the implementation within the service area is available at the Media Desk.

#### **5. What is the service area?**

Toronto Hydro Telecom's new 'blanketed' service will cover six square kilometers. It will be available in the area bounded by Jarvis Street west to Spadina Avenue, and from Front Street north to Bloor Street.

#### **6. What are your rates for this service?**

For the first six months, the service will be available free of charge to anyone in the 'blanketed' zone. After that time, four packages will be available, and rates will be competitive with Bell, Rogers and Telus.

#### **7. Why does Toronto need a Wi Fi network?**

Toronto is the economic engine of Canada, and as befits the largest city in Canada, it will now have the largest Wi Fi network in Canada. Toronto Hydro Telecom's Wi Fi network will provide one service area with comprehensive Wi Fi coverage – none of the other carriers can make this claim.

Additionally, not only will the Toronto Hydro Telecom Wi Fi network cover six kilometers in the heart of Toronto's downtown core, it will provide service that is at least ten times faster than that of our competitors. Lastly, no matter where they are, customers will be able to log onto the network using the same password and user ID – another key benefit.

#### **8. How much will the network cost?**

At this time, we cannot say how much our new network will cost. The RFP for equipment vendors was issued on February 8, 2006.

#### **9. Where can customers find out more information?**

If customers are looking for more information about the new 'blanketed' zone, they can call 416-599-DATA or visit [www.thtelecom.ca](http://www.thtelecom.ca).

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**10. Will the zone ever be deployed outside of the downtown core?**

Yes. Our goal is to eventually blanket the entire city of Toronto with Wi Fi coverage.

**11. What are the benefits to customers?**

There are three main benefits for customers:

- Untethered access to the Toronto Hydro Telecom Wi Fi network, throughout the service area;
- Quick access to the Internet via 802.11 b/g technology which is faster than other offerings currently available;
- Free service for the first six months and a competitive, varied series of packages thereafter.

**12. Will the installation work be outsourced to the vendor of record?**

No. All the installation work will be performed by employees of Toronto Hydro Streetlighting Inc. who are members of CUPE Local 1.

**13. Given the recent ban of wireless at Lakehead University, how safe is wireless technology?**

Toronto Hydro Telecom takes the health and safety of its employees, its customers and the community very seriously. We are constantly monitoring the available research into electromagnetic fields, and to our knowledge, the risks to human health are unproven at this time.

This view is corroborated by the World Health Organization and by Health Canada, and a recent backgrounder on the topic indicates that the scientific evidence is not strong enough to conclude that typical exposures to electromagnetic fields cause health problems.

**14. Will profits from this new venture help the City financially?**

Yes, we expect it will and so does our Board of Directors and our Shareholder – the City of Toronto.

**15. Does Toronto Hydro Telecom still offer data services or is this new venture a complete turn-around on your business strategy?**

This is a new venture – one that is additional and complementary to the existing fibre based data services that we have provided to over 450 buildings in downtown Toronto since 1995.

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Our new Wi Fi network leverages existing unregulated assets within the Toronto Hydro family and allows us to compete in a relatively new market that is just starting to emerge in Canada. This is an exciting time to enter the wireless data business, and our new ubiquitous Wi Fi zone will put Toronto Hydro Telecom on the leading edge of the Wi Fi revolution.

**16. Toronto Hydro Telecom is using the streetlighting poles that are owned by another subsidiary company of Toronto Hydro Corporation in order to offer this service. Isn't that unfair competition?**

Unfair, it's not. Competitive, it is. Both Toronto Hydro Telecom and Toronto Hydro Streetlighting are unregulated subsidiaries of Toronto Hydro Corporation. Our new service will make Toronto the largest Wi Fi network in Canada. It's good for consumers – who want quick, dependable, untethered access to the Internet. It's good for the industry because prices will undoubtedly become more competitive. It's good for Toronto because our Shareholder will reap the economic benefits.

**17. What other services will you be offering customers?**

We will be making announcements about other new services and will advise our customers in due course.

**17. Are tax dollars being used to fund this project?**

No, they are not. The budget for this project is 100% funded by the operations of Toronto Hydro Telecom. Toronto Hydro Telecom is an affiliate of Toronto Hydro-Electric System Limited, and as such it operates at arms-length. Both affiliates are bound by the terms of the Affiliate Relationship Code as outlined by the Ontario Energy Board.

**18. Does Toronto Hydro Telecom have any experience managing this kind of network?**

Yes, we absolutely do. We have been operating a state of the art data network since 1995. Our control centre is a 24/7/365 operation and through it, we service some of Canada's largest financial and businesses customers. Toronto Hydro also operates a two-way radio network that provides communications services to many public agencies. Lastly, our senior management team has deep, hands-on experience in all aspects of network management. All told, we are more than up to the job.