



MEDIA Q & A

What is Toronto Hydro Telecom announcing today?

Today, Toronto Hydro Telecom is announcing the 'go live' launch of the first phase of its five-phase One Zone™ WiFi network – the largest WiFi network in Canada. Phase 1 is bounded by: Front Street and Queen Street; Spadina Avenue and Church Street. When completed in December 2006, One Zone™ will cover a six-kilometre area in Toronto's downtown core, offering customers completely untethered access to Canada's largest hot zone.

How fast will data and voice travel over the new One Zone™ network?

The One Zone™ network has been engineered for scalability, which means that the speed can increase depending on the location and on consumer demand. Speeds of up to 7 megabits per second can be achieved on the One Zone™ network.

How does the 6-month free trial period work?

The free trial period runs from September 6, 2006 until March 6, 2007. During this six-month period, service on the One Zone™ network is absolutely free. It's our way of showing customers how the network works, how much more productive they can be while using a ubiquitous and untethered WiFi network, and how easy life can be when they are truly cable-free.

How much will it cost to subscribe to One Zone™ after the free trial period ends?

There will be three price points. Customers will be able to purchase the service on a pre-paid monthly basis priced at \$29. Alternatively, they can buy a 24-hour subscription for \$10 which entitles them to use the network for 24 consecutive hours. The third option is an hourly subscription that costs \$5. Given that average high speed Internet access up to 30 per cent more, and cellular phone access can cost up to 45 per cent more, we believe that One Zone™ service offers a very competitive alternative for quality broadband service that is completely untethered.

How do I start using One Zone™?

To get started on One Zone™ during the free trial period, the first thing you'll need is a cell phone so that we can authenticate who is using our network. This is important from a security point of view.

Next, you need to be located within the parameters of the One Zone™ network. From there, select the One Zone™ SSID – *One Zone_High Speed Internet* -- from your list of available networks. Next, open your web browser and select the 'New User' button from the One Zone™ login page, where you'll be asked for your cell phone number in order for a username and password to be generated. We will then instantly send you a text message with your username and password. Enter your username and password in the space provided on the login page. Then get ready to make a call over the Internet, visit your favourite website or watch your favorite television programme online. You can continue to use this username and password throughout the free trial period. It's that simple and the best part is you'll be communicating over the Internet with absolutely no cables attached.

Can I connect remotely to my office e-mail using One Zone™?

Yes. If your company has Virtual Private Network software, or subscribes to a web based e-mail service, you can log onto the One Zone™ service, and connect to your mailbox.

Can I access the One Zone™ service inside my office as well as outside on the street?

The One Zone™ service has been designed for optimal use outdoors. If you want to use the One Zone™ service inside, we suggest that you purchase a WiFi modem. A WiFi modem will optimize the radio signal; it will also allow you to convert any wireless connection to a wired connection for use on your network. For more information on where to purchase a WiFi modem, please refer to the FAQs site on www.onezone.ca.

What is Toronto Hydro Telecom's relationship with Toronto Hydro Corporation?

Toronto Hydro Telecom Inc. is an affiliate of Toronto Hydro Corporation, which is 100 per cent owned by the City of Toronto.

How many tax dollars were invested in this project?

None.

How much money has Toronto Hydro Telecom invested in the implementation of this project?

Toronto Hydro Telecom has invested \$2 million in the One Zone™ network.

Is it true to say that the more profitable Toronto Hydro Telecom is, the more beneficial it is to the City of Toronto?

Yes, that is a true statement. Profits paid to the City of Toronto in the form of a dividend help to make Toronto a better place to live, to work and to play.

When will the next phase of the One Zone™ network be up and running?

Our target completion date for Phase 2 is October 15, 2006. The second phase includes the area bound by Queen Street and College Street, and Spadina Avenue to Church Street. One Zone™ will be completely installed – in all five zones – by December 31, 2006.

How safe is this new network?

Toronto Hydro Telecom is in full compliance with federal guidelines and regulations that pertain to radio frequency emissions and electromagnetic fields. These regulations include Health Canada Safety Code 6 and Industry Canada RSS-102.

Toronto Public Health has indicated it is satisfied with Toronto Hydro Telecom's technical compliance and with the stringent requirements that we have placed on our vendor of record.

What equipment are you using for this network?

The One Zone™ network consists of a series of radio access points, with equipment supplied by Siemens Canada through a partnership with BelAir Networks. Billing, authentication and gateway systems have also been provided by Siemens.

The radio access points, which are installed on street lighting poles, provide users with ubiquitous and untethered service at speeds that are as fast as, or faster, than existing high speed Internet access offered by our competitors.

Why are you making people pay for WiFi, when some cities offer it for free?

No matter what model you look at, someone has to pay for a WiFi network. In the case of our One Zone™ network, we've chosen a subscriber model which allows us to recoup our investment through subscriptions and which also allows us to ensure the long-term sustainability of the network.

Will you be offering customers a guarantee of speed and security with their subscription?

Toronto Hydro Telecom will continually explore Quality of Service offerings and will introduce them to the market upon availability. For the six month free trial period, we plan to benchmark our performance in order to determine what type of offering might be required.