

Ethernet Services

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
- 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 our flexible options and pricing, you pay only for the level of service you require.

Fully diverse, low latency service options, customized for your 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 premises equipment (CPE) available upon request.

Ontario-wide fibre network with connectivity to points beyond

Hydro One Telecom has an extensive 4,000 kilometre fibre-optic network, 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.

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 per cent.

For more information about Hydro One Telecom's Ethernet services and other business solutions, please contact: hotsales@hydroone.com or visit hydroonetelecom.com/business-solutions/.

Ethernet Services – 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	<p>10 Mbps Access - Up to 10 Mbps, 1 Mbps increments</p> <p>100 Mbps Access - Up to 100 Mbps, 1 Mbps increments</p> <p>1000 Mbps Access - Up to 1000 Mbps, 1 Mbps increments</p> <p>10 G Access – Starting at 1G, 1 Mbps increments</p>
Supported LAN interfaces	<p>Fast Ethernet (Electrical) interfaces for E10/E100</p> <p>Gigabit Ethernet (electrical and/or optical) for E1000</p>
Access models	<p>Untagged (null) frames at UNI, no VLAN id</p> <p>802.1Q Tagged frames at UNI (all:1, 1:1)</p> <p>Multiple VLANs per access (many:1)</p>
Service topologies	<p>Service topologies Point-to-point</p> <p>Point-to-multipoint (hub and spoke)</p> <p>Multipoint-to-multipoint (any to any, VPLS)</p>
Class of service (CoS)	Supports customer equipment (CE) - VLAN CoS preservation
Maximum frame size (MTU)	Up to 9000 bytes
Diversity Physical diversity options available	Physical diversity options available

Ethernet Services – Features

Interface / Feature	Capacity / Details
MTTR (mean time to repair)	4 hours
Availability	10 Mbps Access - Up to 10 Mbps, 1 Mbps 99.9%

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