

Hydro One Telecom's IP VPN services provide consolidated data connectivity solutions to optimize your organization's network. We have a physically diverse fibre network, next generation technology and unparalleled customer service required for wide-area corporate networks, Public Sector organizations and converged data, voice and video requirements.

High-Speed, High-Bandwidth, Competitively Priced Service

Hydro One Telecom offers high-speed, high-bandwidth Layer 3 MPLS-based services to seamlessly expand your organization's LAN according to your requirements. With less than 50 milliseconds convergence times in the core and availability of advanced QoS features, the possibilities are endless. 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.

Managed CPE 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. Managed customer premises equipment (CPE), network access and connectivity are designed to specifically meet your organization's needs and are offered at a committed bit rate, guaranteeing bandwidth and ensuring application performance.

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 per cent.

Service Features

| Feature | Details |
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| User Network Interface/ (UNI) Access Speeds | 10 Mbps 100 Mbps 1000 Mbps (GigE) |
| 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 |
| 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 802.1Q tagged frames at UNI Multiple VLANs per access |
| Service Topologies | Point-to-point Point-to-multipoint (hub and spoke) Multipoint-to-multipoint (any to any) |
| Connectivity Options | IP space – managed or customer managed |
| 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 | 99.9% |