



News Release

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FOR IMMEDIATE RELEASE

HOSTOPIA OPERATIONS SHRUG OFF BLACKOUT All hosted sites and email perform flawlessly through Power Crisis

Ft. Lauderdale, USA – In the aftermath of the history-making power outages affecting the east coast from August 14-16, Hostopia acknowledges its vendors, suppliers and operations staff for maintaining flawless operational performance during the power failures. All web sites and email for over 260 private label partners functioned without interruption or degradation of service of any kind.

“Our first thanks go to our data center team located in Toronto – one of the hardest hit cities by lengthy outages exceeding 28 hours of no power,” says Bill Campbell, CEO and CTO of Hostopia. “Their cutover to battery backup followed by diesel generated power was faultless. We serve hundreds of thousands of sites and millions of email accounts. None were affected in any way by the power crisis.”

Hostopia further credits three factors contributing to the seamless performance of its Internet-based services through the power crisis. Their use of a multi-border gateway protocol supported by several tier one bandwidth suppliers allowed bandwidth to be smoothly shifted to alternate sources as some providers went down.

Campbell adds, “Our Toronto-to-Ft. Lauderdale geographic dispersion and mirroring strategy paid for itself in this one event. We are also fortunate to have kept a complete analogue phone system in place to back up our digital ACD and PBX which went down with the power. Hence our support operations fielded normal calls throughout the disturbance.”

Hostopia manages small and medium sized business web hosting and email for over 260 private label clients. Any service interruptions are magnified by two tiers of potentially upset clients: end users and private label partners. While Hostopia guarantees 99.9% uptime in its SLAs, its measured network performance over the last year has exceeded 99.999% uptime.

About Hostopia

Hostopia provides private-branded hosting, email and e-commerce solutions to telcos, ISPs, cable companies, domain registrars, and other Web Service Providers. Hostopia's automated provisioning and support platforms enable service providers to increase their hosting revenues and profits while delivering a superior feature set to their end-user business customers. Hostopia's WebhostOS is a breakthrough technology that creates a single system for managing "UNIX/Windows" applications. Its clustered server environment allows enterprises to benefit from sophisticated hosting features normally associated with high-cost, non-redundant dedicated servers, yet at “shared hosting” prices. The company has won numerous industry awards including “Editors Choice for best hosting reseller opportunity, 2002” by *Hosting World Magazine* and “Best Private Label” Web Hosting Company by *Web Hosting Magazine*. Hostopia



Making Hosting **More Profitable**

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currently serves over 250 Web Hosting companies, making it one of the fastest growing wholesale web hosting companies in the world with offices in Ft. Lauderdale, U.S.A. and Toronto, Canada.

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For more information, please contact:

Franc Nemanic
President
Hostopia.com Inc.
(866) HOSTOPIA ext. 6109
president@hostopia.com
Website: www.hostopia.com