

## hSo Hits Target Launch Date

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30th July 2001

hSo Limited, the service focused, integrated communications provider, today announced that it has launched the first in a range of high-speed telecoms services to business customers in multi-tenant buildings in the UK.

The initial suite of products and services consists of Access, Voice, Email+, VirusScan, Global Access, Firewall and VPN, providing customers with the range of services necessary for modern business communications, at competitive prices. All services are delivered on best-of-breed technologies from carefully selected partners, and are available individually, or bundled into telecoms solutions packages for which customers will receive only one bill.

"We are thrilled to have been able to roll-out our services on schedule. It is the provision of services, together with voice and high-speed Internet access, that will differentiate us from the competition," commented Chris Butchers, Chief Executive Officer, at hSo.

hSo Limited will continue to roll-out further best-of-breed network services, by focusing on the enabling of secure and flexible connectivity and collaboration platforms, building the foundations for a comprehensive set of services in four main areas:

- ? Managed IT & Data Hosting
- ? Office Productivity and Collaboration
- ? Business Application Services
- ? eCommerce Solutions

As well as delivering proven and leading technologies, hSo is committed to providing exceptional levels of customer service that tend only to be available to the largest corporations with the highest telecommunications spends.

"Customers recognise that, in general, levels of customer service are very poor in the telecom market. We are breaking this mould. The hSo Customer Service Centre operates 24 hours a day, 7 days a week, providing a single point of contact for all technical and service enquires, and we promise that all calls will be promptly answered by a customer services representative. We also provide Service Level Agreements

(SLAs), to ensure that our customers receive the highest performance from the entire hSo team," added Chris Butchers. Earlier this year hSo raised #15 million from Marconi and a Consortium of leading UK property owners - British Land, Canary Wharf, Legal and General, Morley Fund Management and Prudential. This capital injection has enabled hSo to develop and launch their services as planned. As part of the Consortium arrangement hSo now acts as the preferred service provider to the tenants of their commercial properties, representing approximately 60 million square feet of office space in over 900 buildings in the UK. This working relationship with the members of the Consortium offers hSo a considerable advantage in the MTU (multi-tenant unit) marketplace.

"The best news of all is that we are actually announcing the launch of our services with live customers. It is a very exciting time for us and we are confident that we can become the leading UK communications provider for multi-tenant buildings very quickly," said Chris Butchers.

#### **Available Products and Service**

hSo a new level of high speed, always-on, dedicated Internet access offering high quality, reliability, flexibility, scalability and exceptional value. Running at speeds up to 2000 times faster than that of a standard dial-up connection.

hSo Voice - the service runs over multiple Tier 1 carrier networks, maintaining a constant high quality service, at competitive rates for direct, local, long distance and international calls. hSo email+ offers a fully managed network-based implementation of Microsoft Exchange, including all the collaboration features such as shared calendaring, shared contacts and the ability to share common documents, as well as generous on-line mailbox limits (up to 150Mb per user), and the capability to deal with attachments of up to 10Mb. hSo email+ can be accessed anytime, anywhere, making it ideal for businesses with increasingly mobile employees.

hSo VirusScan routes all in-bound and out-bound email through computer systems where it is scanned by 4 industry-leading virus scanners before passing onto the final destination, and all this is totally transparent to the end user. Virus signatures, which detect the viruses, are updated automatically every 10 minutes, ensuring that the very latest virus protection is available, and with no requirement for internal maintenance.

hSo Global Access is an access solution affording customers quality and security of a leased line connection, but over the Internet and therefore at a fraction of the cost. Reliable and secure dial-up access to their network from anywhere in the world.

hSo Firewall sits between the Internet and the business network and monitors all the data passing between the two. This industrial strength solution enables access to be restricted to intruders, and to filter the materials accessible over the network by employees.

hSo VPN (Virtual Private Network) enables businesses to extend their operational network connectivity, but without the associated cost of fixed leased lines. hSo VPN forms a secure tunnel across the Internet, through which encrypted information can flow, producing the same level of service and security as leased lines, but at a significantly lower cost.

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***About hSo***

hSo offers a complete range of IT and telecoms solutions for business. Powered by best-of-breed technology, we deliver affordable high-speed solutions that immediately increase productivity, mobility and security for business users.

<http://www.hso.uk.com>

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