



News release

Hewlett-Packard Recognizes SaskTel

First Hosting Service Provider in Canada to Achieve Signature Certified Status

February 5, 2004 – Hewlett-Packard (HP) has presented SaskTel with one of its highest levels of achievement. SaskTel today announced it has become the first hosting service provider in Canada to achieve Signature Certified status through the HP Service Provider Certification Program. The program establishes SaskTel as an industry-recognized service provider.

The award is the result of a detailed review of SaskTel's Data Centre operations through the industry-leading HP program, a global initiative for service companies and their customers. For SaskTel, the service provider program strengthens the services it provides and helps to solidify SaskTel's position as a credible provider of Information Technology (IT) services. In 2002, SaskTel became the first hosting service provider in Canada to achieve HP's Silver Certification.

"We are extremely proud to be the first in Canada to be recognized as a Signature Certified service provider by HP," said Dan Baldwin, Senior Vice-President, SaskTel Business Development. "HP is recognized as a leader in the IT industry and this certification demonstrates our continued commitment to excellence in providing hosting services. Our customers can also be comfortable in the knowledge that the services they trust SaskTel to provide are managed in accordance with the guidelines established and accepted by the IT industry and HP."

Being recognized as a Signature Certified service provider is further evidence of SaskTel's ability to provide high levels of service with integrity and consistency. From data centre environments to IT service management and computing infrastructures, the multi-tiered, quality-based HP Service Provider Certification Program captures the best practices in the industry and qualifies service providers as meeting HP's standards for processes, skills and reliability. Unlike other similar programs in the industry, quality is the chief criterion for becoming certified by HP. Certification is global in scope, ensuring that a service provider meets consistent, worldwide quality standards.

"HP is pleased to recognize SaskTel as our first Signature Certified service provider in Canada," said Marco Limena, Vice President, Network and Service Provider Solutions, HP Services. "Businesses that look outside their own organizations for hosting services need to be confident that their resources are in good hands. HP's Service Provider Certification Program confirms that service providers like SaskTel can provide the highest and most comprehensive levels of service quality to their customers."

SaskTel has a long-standing relationship with HP Canada in the delivery of hosting services in SaskTel's Data Centres in Regina and Saskatoon. These state-of-the-art facilities serve the needs of customers in Saskatchewan and beyond. They feature leading-edge hardware, software and security along with protected hosting of important internet applications for more than 500 customers.

“As we increase our marketing efforts for our hosting services, we must stand out from our competition as a leader in providing IT services,” said Baldwin. “Having secured the first HP Signature Certification in Canada will differentiate us from other service providers in the market and enhance our reputation as a trusted provider of IT services.”

ABOUT SASKTEL

SaskTel employs more than 3,800 people in over 50 Saskatchewan communities and is the leading full service communications company in Saskatchewan. It offers complete wireline, wireless, internet and e-business solutions over a state-of-the-art, digital network. SaskTel maintains investments in companies that provide a variety of products and services, and partners with more than 140 Saskatchewan businesses. In 2003, SaskTel donated \$1.7 million to more than 1,500 not-for-profit organizations, and spent more than \$215 million on materials and services from over 4,100 Saskatchewan suppliers.