

Date: November 2, 2018

Number: 18-16

Subject: A Message from our CEO

On October 31st due to a lengthy technical outage, Teraview was unavailable for most of the business day. We understand and regret that such an extended outage may have caused disruption to your business. Teranet wants you to know that we understand how much you count on our systems and that we took every available step to restore service to you on a timely basis.

Throughout the day on October 31st, all of the key members of our organization were fully engaged in identifying and resolving the cause of the outage. Despite those efforts, bringing Teraview back online took longer than desired. We have identified and remedied the technical issue that caused the issue and we remain committed to delivering world-class availability levels for Teraview that you have grown to expect.

We also want you to know that system and data security are of paramount importance to us, neither of which were impacted in any way during this outage.

As you can imagine our Customer Service team received and responded to a high volume of inbound calls and emails as well as suggestions for improvements to our communications. We are taking those suggestions seriously and we commit to learning from this incident.

In closing, we want you to know that Teranet follows industry best practices with our system design and architecture. We invest heavily to ensure our design is as resilient and fault resistant as possible. We will continue to be steadfast in our commitment to support our customers with only the very best in all services.

If you need further assistance, please contact us at 1-800-208-5263 or via email at info@teraview.ca



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