

Covad launches Bonded T1 service

Date

May 15, 2007

Audience

Covad sales representatives, sales engineers, and partners

Services Affected

Covad Bonded T1 3.0 (TeleXtend 3.0)

Subject

Covad launches Bonded T1 service

Updated Documents

Contracts and Policies

- Covad Customer Policies
- Covad Broadband Services Appendix

Customer Literature

- Updated T1 Datasheet

Sales Tools

- Bonded T1 At-A-Glance
- Covad Direct Price List

OVERVIEW

Covad has just expanded its TeleXtend T1 service offerings with the addition of Bonded T1 service. With the launch of Bonded T1, Covad enhances its ability to provide mission-critical bandwidth to meet the demands of businesses running new and advanced applications.

ABOUT COVAD BONDED T1

Covad Bonded T1 is available nationwide over the same footprint as Covad's standard T1 services and offers the same industry-leading service level agreements. Covad Bonded T1 provides small and medium-sized businesses as well as the distributed enterprise with fast, symmetrical 3.0 Mbps data speeds by combining two 1.5 Mbps T1 lines together into one logical connection. The two T1 lines share a single router and behave as a single T1 circuit. Covad uses multi-link point-to-point protocol (MLPPP) technology to bond the two lines together.

PRICING, PROMOTIONS, AND FEES

Covad Bonded T1 is priced on a state-by-state basis to give our customers the most competitive pricing available. Covad is waiving the professional installation fee and offering great introductory pricing on the Cisco 1841 T1 router with two T1 cards. The ordering name for Covad Bonded T1 is TeleXtend 3.0 service.

ORDERING NAME	MRC	PRO INSTALL FEE	CISCO 1841 Bonded T1 router	DISCONNECT FEE *
TeleXtend 3.0	Regional	\$450 FREE through June 30, 2007	\$1,599 introductory pricing!	\$500

* Disconnect fees remain the lesser of the fees for the balance of the end-user term or the specified disconnect fee.

SELLING BONDED T1

Target customers

Target customers include small to medium-sized businesses and distributed enterprises. The primary driver for choosing bonded T1 is the use of bandwidth-intensive mission-critical applications. In addition, companies supporting sites with more than 40 users often require high-bandwidth data access services such as bonded T1. Typical customer situations include:

- Looking to upgrade bandwidth to solve performance issues.
- Highly dependent on Internet connectivity, with negative business consequences if down.
- Upgrading IT infrastructure to keep pace with technology evolution or for competitive advantage.

Key sales/customer messages

Covad Bonded T1 is Covad's premier data access service. It offers the highest upload speeds available through Covad and the strongest service level agreements. Covad Bonded T1 is a superior alternative to buying two separate T1s because it is easier to manage and administer and has a lower total cost of ownership (TCO). It is also much less expensive than a DS3 line. Based on your prospect's situation, the following sales messages should resonate well:

Productivity and performance

- Robust, optimized performance your applications demand.
- Much better speed and performance with full bandwidth of both T1s at once.
- Employees and customers access data and applications faster, without frustrating delays.
- T1 traffic is prioritized over DSL on Covad's network.

Uptime and reliability

- Built for maximum reliability and backed by industry-leading service level agreements.
- Specialized, expert T1 support team, available live 24x7x365.
- Four-hour time-to-repair target. We repair on weekends, holidays, and after hours.
- T1 hotline dedicated to T1 customers only.

Network simplicity (versus two T1s)

- Single set of IP addresses rather than separate blocks for each T1. No need to set up separate user groups for each T1.
- Operates as a single connection. No load balancing of two separate T1s required.
- Only one Internet access point. Requires only one firewall, reducing administration.
- Requires only one CPE router with a second T1 card, versus two separate routers.

Reduce expenses

- Among the lowest bonded T1 prices nationwide.
- Save significantly (versus two separate T1 lines) on monthly fees, plus only a single router is required.
- Much less costly than a DS3 line.

BONDED T1 SERVICE DETAILS

CONNECTION	Two true T1 lines, provisioned with industry-standard DS1 loops, and bonded using MLPPP.
SPEED	Symmetrical speeds of 3.0 Mbps.
WEB HOSTING	Includes 15 MB of space on the Covad.net domain. Covad can also host your company's domain (www.yourcompany.com) for an additional fee.
EMAIL	Includes 15 POP3 email accounts and free Webmail on the Covad.net domain. Email with your own domain name (yourname@yourcompany.com) is available for an additional fee.
COVAD-SUPPLIED EQUIPMENT	Cisco 1841 T1 router with two T1 (WIC) cards. One-year warranty. This router is listed as the Cisco 1841 Bonded T1 router in Covad Registration.
INSTALLATION	Professional installation by a Covad technician.
IP CONFIGURATION	Network address translation (NAT) with one fixed IP address and 254 usable private IP addresses, or five fixed IP addresses; additional fixed IP addresses available for an additional fee.
SUPPORT	Dedicated, advanced technical support team, structured for end-to-end problem resolution, available 24x7, even on weekends and holidays.
SLAs	Installation, service availability, repair time, and network performance are financially backed by service credits for missed targets.
TO ORDER	Ask for TeleXtend 3.0 when ordering.

CUSTOMER POLICIES AND SLAs

Covad Bonded T1 (TeleXtend 3.0) enjoys the same rigorous SLA terms as the rest of the TeleXtend service portfolio. See the Covad customer policies document at www.covad.net/legal for details. The service is also backed by our 30-day satisfaction guarantee.

TELEXTEND 3.0 SLAs	METRIC
Service availability	99.99% monthly service availability
Time to restore service	4 hours mean time to repair (MTTR)
Network delivery	99.9% of data packets sent over the Covad network
Network delay	110 milliseconds
Installation interval	30 calendar days

CUSTOMER PREMISES EQUIPMENT

Covad has certified the Cisco 1841 T1 router for use with Covad TeleXtend 3.0 service. The Cisco 1841 is a multi-user T1 router for high-speed Internet access. It provides a full range of business-class features and supports symmetrical download and upload speeds of 3.0 Mbps. This is the same Cisco 1841 router that Covad offers with its other TeleXtend T1 services, with the addition of a second WIC T1 card to accommodate the higher speed. To order this router, select the **Cisco 1841 Bonded T1 router** in Covad Registration.

CISCO 1841 BONDED T1 ROUTER

FEATURES
Flash 64 MB
DRAM 256 MB
Two RJ-45 WICs (WAN interface cards) with integrated CSU/DSU
Two autosensing 10/100 Fast Ethernet ports
One RJ-45 asynchronous serial console port
Built-in VPN accelerator
Advanced security IOS
Virtual LAN (VLAN) 802.1Q
Support for both NAT and LAN IP addressing schemes
Remote management
Full one-year warranty

SUPPORTED FEATURES

FEATURE	CISCO SUPPORTED	COVAD SUPPORTED
Routing	X	X
Bridging	X	X
VPN pass through	X	-
VPN tunnel support	X	-
Stateful firewall	X	-
NAT and LAN IP addressing	X	X

CUSTOMER UPGRADES

Covad does not yet have a process for existing customers to upgrade from their current service to Covad Bonded T1. The process is being developed and will be announced as soon as it is final.

NEW CUSTOMERS WHO WISH TO USE THEIR OWN CISCO 1841 ROUTER

If the customer provides their own Cisco 1841 router, it must comply with the requirements below. Please note that Covad does not provide support for equipment that is not issued by Covad. Covad will complete the wiring installation and test the connection with a Covad-provided Cisco 1841, then close the work order. Covad does not configure or troubleshoot customer-provided equipment.

- Advanced security IOS 12.4(6)T3
- Two RJ-45 WICs (WAN interface cards) with integrated CSU/DSU (Cisco Part# WIC-1DSU-T1-V2)
- Flash 64 MB
- DRAM 256 MB
- Two autosensing 10/100 Fast Ethernet ports
- One RJ-45 asynchronous serial console port
- Built-in VPN accelerator

ADDITIONAL RESOURCES

The following resources and tools can be found on the Covad Alliance Center website.

Customer-Facing Literature

- Updated T1 Datasheet

Sales Tools

- Covad Direct Price List updated 5/15/07
- Bonded T1 At-A-Glance sales tool

Contracts and Policies

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