

## BUSINESS DSL

### BROADBAND SERVICES

#### HIGHLIGHTS

- **Designed for Business**—Ideal broadband solution for small and medium-sized businesses that download large emails, share large files, or have heavy Internet use
- **Top Performance**—Dedicated DSL line with multiple upload/download options to fit your needs and budget
- **Always On**—Covad Business DSL provides the convenience of Internet access all the time, backed by Covad service level agreements (SLAs)
- **Reliable**—24-hour target time-to-repair SLA, with invoice credits available for missed targets, along with 24x7x365 expert support
- **Options Included**—Email and Web hosting and wireless connectivity included for free
- **Satisfaction Guaranteed**—30-day no-risk satisfaction guarantee

## DSL Dedicated to Business

Keep your business connected and your employees productive with Covad broadband services designed specifically with your business in mind. We provide the performance, reliability, extra features, and industry-leading service level agreements that fit your business needs today and tomorrow.

**BUSINESS-CLASS DSL SERVICE.** Get everyone online and in touch with a high-speed line dedicated to Internet access that isn't shared with your phone line. With Covad Business DSL, your business gets fast Internet access for quick downloads of email and large files. What's more, Covad Business DSL delivers up to 18 times the download speed of many residential services on the market today.\*

**CONNECT THE WHOLE OFFICE.** Covad Business DSL is designed specifically for small businesses, branch offices, and remote workers, with the option of using a wireless router that can support wireless computers in the office.

**FIXED IP ADDRESS.** Covad includes a fixed IP address (a unique permanent address on the Internet) at no charge so you can host your own website or email server and run a virtual private network (VPN), allowing you to extend your local area network. Up to five additional IP addresses can be purchased as your business needs evolve.

**EMAIL AND WEB HOSTING OPTIONS.** Covad Business DSL comes with 15 email accounts and 10 MB of Web space at the Covad.net domain and includes extras like SPAM blocker and anti-virus software. Covad also offers email and Web hosting services with custom domain name service ([www.yourcompany.com](http://www.yourcompany.com)) for an additional fee.

**PROFESSIONALLY INSTALLED.** A Covad technician comes directly to your office to install your equipment and Covad service. You don't worry about a thing.

**SERVICE LEVEL AGREEMENT.** Once your service is operational, Covad stands behind it with 24x7x365 expert support and a business-class service level agreement (SLA) that includes 24-hour target time-to-repair response.

**ONLINE ACCOUNT MANAGEMENT.** The "My Covad Account" online management tool makes it easy to check your order status, update your account, and pay your bill at any time.

## COVAD BUSINESS DSL TECHNICAL SPECIFICATIONS

<b>CONNECTION</b>	Dedicated Asymmetrical DSL (ADSL) connection to Covad's nationwide network.	
<b>SPEED</b>	<b>Business DSL Next Generation</b> 15.0 Mbps downstream/1.0 Mbps upstream 10.0 Mbps downstream/1.0 Mbps upstream 8.0 Mbps downstream/1.0 Mbps upstream	<b>Business DSL</b> 6.0 Mbps downstream/768 Kbps upstream 3.0 Mbps downstream/768 Kbps upstream 1.5 Mbps downstream/384 Kbps upstream
<b>WEB HOSTING</b>	Includes 10 MB of space at the Covad.net domain (home.covad.net/username). Covad can also host your company's domain for you (www.yourcompanyname.com) for an additional fee.	
<b>EMAIL</b>	Includes 15 POP3 email accounts and free webmail at the Covad.net domain. Email with your own domain name (yourname@yourcompany.com) is available for an additional fee.	
<b>IP CONFIGURATION</b>	Network address translation (NAT) with one external IP address and 254 usable private IP addresses; five static IP addresses available for an additional fee.	
<b>COVAD-SUPPLIED EQUIPMENT**</b>	Choose one of these options—all equipment comes with a one-year warranty: <b>Business-class router</b> —connects up to four computers directly. Add your own Ethernet switch and connect even more stations. Supports multiple computers using a single IP address (NAT), plus it has a built-in firewall. <b>Wireless gateway</b> —same features as the standard router plus it supports up to 30 wireless computers. You can also order it with a PCMCIA network adapter card to connect one PC laptop computer wirelessly. <b>Bridge</b> —single-user solution (supports a single IP address).	
<b>SERVICE LEVEL AGREEMENT</b>	Twenty-four-hour target time-to-repair service level agreement, with invoice service credits available for missed targets.	
<b>DIAL-UP ACCESS</b>	Unlimited while awaiting installation; after installation, 10 hours free per month; \$1.50 per hour thereafter.	
<b>INSTALLATION**</b>	Covad professionally installs and sets up your Business DSL service.	
<b>SUPPORT</b>	Live, specialized, dedicated support 24x7x365.	
<b>TO ORDER</b>	Ask for Business DSL or Business DSL Next Generation as your service of choice when ordering.	

**SATISFACTION GUARANTEED.** Try Covad Business DSL for 30 days. If you are not fully satisfied with the service, you can disconnect within 30 days of installation for a full refund.\*\*\*

**DEDICATED TO YOUR BUSINESS.** Covad services are specifically designed to meet the critical requirements of small and medium-sized businesses. Covad offers high-speed Internet connectivity, managed security, and Web and email hosting, all over its managed nationwide network.



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\* Based on comparing residential service at 768 Kbps/128 Kbps with Covad Business DSL at 15.0 Mbps/1.0 Mbps.

\*\* Check with your Covad sales representative for professional installation and equipment charges that will appear as a one-time fee on your customer invoice.

\*\*\* The refund includes all monthly recurring and upfront fees, with the exception of any missed appointment fees, special installation fees, and any unreturned equipment.