

BUSINESS DSL PLUS

BROADBAND SERVICES

HIGHLIGHTS

- **Designed for Business**—Ideal broadband solutions for small and medium-sized businesses with applications such as Web or email servers and network applications
- **Top Performance**—Dedicated DSL that is an affordable alternative to T1, with multiple symmetrical upload/download options to fit your needs and budget
- **Always On**—Covad Business DSL Plus and Business DSL Plus Enterprise provide the convenience of Internet access anytime, backed by Covad service level agreements (SLAs)
- **Reliable**—24-hour target time-to-repair SLA for Business DSL Plus and 12-hour target time-to-repair SLA for Business DSL Plus Enterprise, with invoice credits available for missed targets, along with 24x7x365 expert support
- **Options Included**—Email and Web hosting included free
- **Satisfaction Guaranteed**—30-day no-risk satisfaction guarantee

Demanding Businesses Demand Covad DSL

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 IDSL/SDSL line dedicated to Internet access that isn't shared with your phone line. With Covad Business DSL Plus and Business DSL Plus Enterprise, your business gets fast Internet access for quick uploads and downloads of large files.

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 Plus and Business DSL Plus Enterprise come with 15 email accounts and 10 MB of Web space at the Covad.net domain and include extras like SPAM blocker and anti-virus software. Covad also offers email and Web hosting services with custom domain name service (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 AGREEMENTS. Once your service is operational Covad stands behind it with 24x7x365 expert support and a business-class service level agreement (SLA). Covad's Business DSL Plus and Business DSL Plus Enterprise solutions provide added reliability and service SLAs, including SLAs for installation timing, service availability and data delivery.

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.

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

COVAD BUSINESS DSL PLUS AND BUSINESS DSL PLUS ENTERPRISE TECHNICAL SPECIFICATIONS

CONNECTION	Dedicated symmetrical SDSL/IDSL connection to Covad's nationwide network.
SPEED	Six symmetric upload and download speed options: 1.5 Mbps 384 Kbps 1.1 Mbps 192 Kbps 768 Kbps 144 Kbps (IDSL)
WEB HOSTING	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.
EMAIL	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.
IP CONFIGURATION	Network address translation (NAT) with one external IP address and 254 usable private IP addresses; five static IP addresses available for an additional fee.
COVAD-SUPPLIED EQUIPMENT*	Choose one of these options: Business-class router —Choose a Netopia or Siemens router to connect 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. Warranties —Business DSL Plus offers a one-year warranty on all Covad-supplied equipment; Business DSL Plus Enterprise offers a lifetime warranty on all Covad-supplied equipment.
SERVICE LEVEL AGREEMENT	Business DSL Plus Twenty-four-hour target time-to-repair service level agreement. Business DSL Plus Enterprise Twelve-hour target time-to-repair service level agreement. Both services include installation, service availability, repair, service delay, and data delivery SLAs. Invoice service credits are available for missed SLA targets.
DIAL-UP ACCESS	Unlimited while awaiting installation; after installation, 10 hours free per month; \$1.50 per hour thereafter.
INSTALLATION*	Covad professionally installs and sets up your service.
SUPPORT	Live, specialized, dedicated support 24x7x365. Business DSL Plus Enterprise includes a field repair team who will respond to outages after hours, on weekends, and on federal holidays.
TO ORDER	Ask for Business DSL Plus or Business DSL Plus Enterprise as your service of choice when ordering.

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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* 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.