



## **Covad Launches Installation Services Group**

### ***Broadband Industry Leader Expands Services to Provide Installation and Technical Support for Consumers, Small Business & Enterprise***

**San Jose, Calif. (April 21, 2005)** — To support the growing need of on-site, 24x7 home and business broadband technical support services, Covad Communications Group, Inc. (OTCBB: COVD) today launched the Covad Installation Services Group (ISG) with service available in 117 major markets, covering more than 900 cities served by Covad's nationwide broadband network.

Covad ISG is designed to leverage the expertise of Covad's 300-plus full-time technicians that have provided broadband installations and services since the company's inception in 1996. Covad ISG has extensive capabilities and can also provide expertise beyond just Covad's services to Covad partners who may need national telecommunications installation, repair and maintenance expertise.

GlowPoint (NASDAQ: GLOW), a worldwide provider of video communications services, such as managed IP video conferencing, recently selected Covad ISG to deliver the installation and maintenance support of broadband services to meet the technically advanced requirements of one of its major customers in the broadcast field.

"Leveraging the national footprint and expertise of Covad's Installation Services Group has given GlowPoint the confidence to meet and exceed the demands of our customer base in an efficient and timely manner," said Joe Laezza, vice president of operations for Glowpoint. "We have partnered with Covad to deliver our IP-based services and we — and our customers — have always been impressed with their level of service and commitment to quality."

"Covad's unique assets not only include our nationwide broadband network, but also the breadth and depth of broadband and technology provisioning that ISG is capable of," said Morgan McChesney, senior vice president of Covad ISG. "The goal of this team is to expand the scope of our offerings outside of Covad's own services and to meet the demand for on-site, consultative technological assistance as voice, data



and video technologies become more and more mainstream. Our capabilities can serve diverse segments including consumers, small business and enterprise customers.”

Covad ISG services include

- Broadband access,
- VoIP installation and maintenance
- PC configuration
- Home or office networking
- Telecommunications Wiring
- Virtual Private Networking

For additional information on Covad’s Installation Services Group go to [www.covad.com](http://www.covad.com) or call Keith Hall at (408) 952-7270.

#### **About Covad**

Covad is a leading nationwide provider of broadband voice and data communications. The company offers DSL, Voice over IP, T1, Web hosting, managed security, IP and dial-up, and bundled voice and data services directly through Covad’s network and through Internet Service Providers, value-added resellers, telecommunications carriers and affinity groups to small and medium-sized businesses and home users. Covad broadband services are currently available across the nation in 44 states and 235 Metropolitan Statistical Areas (MSAs) and can be purchased by more than 57 million homes and businesses, which represent over 50 percent of all US homes and businesses. Corporate headquarters is located at 110 Rio Robles San Jose, CA 95134. Telephone: 1-888-GO-COVAD. Web Site: [www.covad.com](http://www.covad.com).

#### **Safe Harbor Statement under the Private Securities Litigation Reform Act of 1995:**

The foregoing contains “forward-looking statements” which are based on management’s current information and beliefs as well as on a number of assumptions concerning future events made by management. Readers are cautioned not to put undue reliance on such forward-looking statements, which are not a guarantee of performance and are subject to a number of uncertainties and other



factors, many of which are outside Covad's control that could cause actual results to differ materially from such statements. These risk factors include the impact of increasing competition, decreasing prices for competing broadband offerings, consolidation in the telecommunications industry, future changes in telecommunications regulations, litigation concerning current regulations and changes in technologies, among other risks. For a more detailed description of the risk factors that could cause such a difference, please see Covad's 10-K, 10-Q, 8-K and other filings with the Securities and Exchange Commission. Covad disclaims any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. This information is presented solely to provide additional information to further understand the results of Covad.

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