

BUSINESS T1

BROADBAND SERVICES

HIGHLIGHTS

- **Designed for Business**—Ideal broadband solution for businesses that demand the highest levels of performance and reliability
- **Top Performance**—Available in six symmetrical speed options to fit your business and Internet requirements.
- **Reliable**—T1 traffic gets priority on the Covad nationwide network, and service availability is backed by Covad service level agreements (SLAs)
- **T1 Hotline**—Toll-free dedicated support hotline for T1 customers only
- **Satisfaction Guaranteed**—30-day no-risk satisfaction guarantee

Keeping Pace With Today's 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.

GET CONNECTED. Get everyone online and in touch with a high-speed T1 line. Covad Business T1 is designed specifically for businesses with larger offices, branch offices, and business-critical applications.

MOVING AT THE SPEED OF BUSINESS. T1 broadband is the preferred choice for businesses with mission-critical Internet service requirements. And for businesses on the fast track, Covad bonds multiple T1 lines into one seamless, high-performance connection, making it ideal for companies that:

- Use bandwidth-intensive applications
- Transmit large volumes of data, images, or video
- Run their own web, email, database, or application servers
- Push the limits of their existing multi-megabit Internet access service

FIXED IP ADDRESSES. Covad includes either one fixed public IP address with network address translation (NAT) or five fixed public IPs. Businesses often use fixed public IP addresses for running websites, email servers, or virtual private networks (VPNs). Additional IP addresses can be purchased as your business needs evolve.

SERVICE LEVEL AGREEMENT TARGETS. Covad stands behind your Business T1 service with 24x7x365 priority support, a toll-free hotline, and an industry-leading service level agreement (SLA) that includes 4-hour time-to-repair, 99.99% monthly service availability, installation timeframe, and data delivery targets.

PROFESSIONALLY INSTALLED AND SUPPORTED. A trained Covad professional will install your T1 service. You don't have to worry about a thing. If a problem arises, we will take care of it. We even dispatch repair technicians after hours, on weekends, and on federal holidays to keep your business operating.

COVAD BUSINESS T1 TECHNICAL SPECIFICATIONS

CONNECTION	A T1 connection, provisioned with an industry-standard DS1 loop(s).
SPEED	Six symmetrical speed options: 6.0 M, 4.5 M, and 3.0 M (Bonded T1); 1.5M (Full T1); 768 Kbps and 384 Kbps (Fractional T1)
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	Choose either network address translation (NAT) with one fixed public IP address and 253 usable private IP addresses, or five fixed public IP addresses; more IP addresses available for an additional fee.
COVAD-SUPPLIED EQUIPMENT*	Choose a Covad-provided business-class router with a one-year warranty. Or use your own equipment if it meets Covad's requirements.
SERVICE LEVEL AGREEMENT	The following service level targets are financially backed by available invoice service credits: <ul style="list-style-type: none"> • 99.99% monthly service level availability • 4-hour time-to-repair • 99.9% data delivery; network delay of 110 ms • Installation within 30 calendar days for Business T1 up to 3.0 Mbps • Installation within 45 calendar days for Business T1 4.5 and 6.0 Mbps
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 Business T1 service.
SUPPORT	Live, specialized, dedicated support 24x7x365, including priority T1 hotline. A dedicated T1 field support team will respond after hours, on weekends, and on federal holidays in the event of an outage.

EMAIL AND WEB HOSTING OPTIONS. Covad Business T1 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) for an additional fee.

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 T1 for 30 days. If you are not fully satisfied with the service, you can disconnect your line 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.

To learn what Covad can do for your business, call us today at 800.931.9742.



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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.