

## 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 four symmetrical speed options to fit your business and Internet requirements. The perfect solution for video files, Web conferencing and webcasts, uploading/downloading large files, and your Web server
- **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
- **Options Included**—Email and Web hosting included for free
- **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.** For businesses on the fast track, Covad Bonded T1 delivers a full 3.0 Mbps of symmetrical speed. By combining two 1.5 Mbps T1 lines into one seamless 3.0 Mbps connection, Covad gives you the speed you need without the wasted bandwidth and expense of moving to a DS3 connection. Bonded T1 is ideal for bandwidth-intensive applications such as e-commerce, online data storage, CRM applications, and corporate intranets and extranets. Covad also offers three other symmetrical speed options, including a full 1.5 Mbps T1 connection and two fractional T1 speeds.

**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. Additional IP addresses can be purchased as your business needs evolve. And, if you choose Business T1 3.0, you receive a single set of IP addresses rather than two sets for each T1, allowing for simple configuration and management and eliminating the need to implement load balancing over two separate T1s.

**EMAIL AND WEB HOSTING OPTIONS.** Covad Business T1 service 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 AND SUPPORTED.** A trained Covad professional will install your T1 service. You don't worry about a thing. If a problem arises, we dispatch repair technicians after hours, on weekends, and even on federal holidays to keep your business operating.

## COVAD BUSINESS T1 TECHNICAL SPECIFICATIONS

<b>CONNECTION</b>	A true T1 connection, provisioned with an industry-standard DS1 loop.
<b>SPEED</b>	Four symmetrical speed options: 3.0M (Bonded T1); 1.5M (Full T1); 768 Kbps and 384 Kbps (Fractional T1)
<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 fixed IP address and 254 usable private IP addresses, or five fixed IP addresses; additional fixed IP addresses available for an additional fee.
<b>COVAD-SUPPLIED EQUIPMENT*</b>	Three business-class T1 routers to choose from, each with a one-year warranty. Or use your own equipment if it conforms to Covad's equipment requirements.
<b>SERVICE LEVEL AGREEMENT</b>	Four-hour target time-to-repair service level agreement, with invoice service credits available for missed targets. Installation timing, service availability, repair time, and data delivery are also financially backed with 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 T1 service.
<b>SUPPORT</b>	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.
<b>TO ORDER</b>	Ask for Business T1 or Business T1 Bonded as your service of choice when ordering.

**SERVICE LEVEL AGREEMENT.** Covad stands behind your Business T1 service with a 24x7x365 priority T1 support hotline and an industry-leading service level agreement (SLA) that includes a 4-hour time-to-repair response target. Business T1 has 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 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.