

## BUSINESS DS3

BUSINESS INTERNET

### HIGHLIGHTS

- **Fast**—Bandwidth options of 20 Mbps up to 35 Mbps
- **Reliable**—99.99% monthly uptime and 4-hour repair targets
- **Expert support**—Experienced DS3 support team available live 24x7

## Internet Access at Peak Speeds Put Your Business in Front

More and more businesses are seeking high-bandwidth Internet solutions for corporate data access, WAN connectivity, and performance-intensive applications. Covad Business DS3 brings you maximum performance and service availability backed by superior service level agreements and an expert customer support team.

**MISSION-CRITICAL INTERNET ACCESS.** Achieve new performance levels with reliable and responsive Covad Business DS3 service. With four symmetrical speed options from 20 Mbps to 35 Mbps, Covad Business DS3 service delivers high-capacity bandwidth. Covad goes the extra mile to offer a great experience—from site surveys and installation to maintenance.

**SERVICE LEVEL AGREEMENTS.** Covad provides aggressive service level agreements (SLAs) that help ensure you get the uptime and performance you expect.

**PROFESSIONALLY INSTALLED.** An expert Covad technician conducts two appointments—a site survey to determine inside-wiring needs and a return visit to your office to install your equipment and the Covad DS3 service. You don't worry about a thing.

**IP ADDRESSES.** Each DS3 Service comes with either network address translation (NAT) with one fixed public IP address and 253 usable private IP addresses, or five fixed public IP addresses; additional fixed IP addresses available for an additional fee.

**24X7 SUPPORT.** Covad has a specialized team of DS3 support experts dedicated to providing a fast response 24x7. We dispatch repair technicians after hours, on weekends, and on federal holidays to keep your business up and running.

**EMAIL AND WEB HOSTING OPTIONS.** Covad Business DS3 comes with email accounts and 10 MB of web space on the Covad.net domain. Covad also offers professional email and web hosting services with custom domain name service ([www.yourcompany.com](http://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.

## TECHNICAL DETAILS

TECHNOLOGY	Industry-standard DS3 loop—not multiple T1 lines.
SPEED	Fractional DS3 at 20.0 Mbps, 25.0 Mbps, 30.0 Mbps, and 35.0 Mbps symmetric speeds.
SERVICE LEVEL AGREEMENT	The following service level targets are financially backed by available invoice service credits: <ul style="list-style-type: none"> <li>• 99.99% monthly service level availability</li> <li>• 4-hour time-to-repair</li> <li>• Network delay of 70 milliseconds or better</li> <li>• 99.9% data delivery</li> <li>• Installation within 45 calendar days</li> </ul>
IP ADDRESSES	Network address translation (NAT) with one fixed public IP address and 253 usable private IP addresses, or five fixed public IP addresses; additional fixed IP addresses available for an additional fee.
COVAD-SUPPLIED EQUIPMENT	Cisco 2821 ATM WAN router with 2 LAN ports and a single T3/E3 ATM port. A one-year warranty is included. Customers may reuse an existing Cisco 2821 router, provided it is a like configuration.
WEB HOSTING	Includes 10 MB of space at the Covad.net domain (home.covad.net/username); Covad can also host your company's web domain for you (www.yourcompany.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.
DIAL-UP ACCESS	Unlimited while awaiting installation; after installation, 10 hours free per month; \$1.50 per hour thereafter.
INSTALLATION*	Professional installation of DS3 includes two visits by a Covad technician: <ul style="list-style-type: none"> <li>• Site survey appointment—Once an order has been booked and approved, a Covad technician will visit the customer site to determine cabling requirements and where the CPE should be installed.</li> <li>• Installation appointment—A Covad technician will perform needed inside wiring, install equipment, and verify the service.</li> </ul>
SUPPORT	Expert DS3 support team available 24x7, even on weekends and holidays.
TO ORDER	Covad DS3 services are available in select areas throughout the country. Check availability with your Covad sales representative for exact locations.

**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, integrated phone and Internet services, managed security, and web and email hosting, all over our managed nationwide network.

To learn what Covad can do for your business, visit [covad.com](http://covad.com) or call 888-717-2934 today.



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