

## BUSINESS ETHERNET ENTERPRISE

BUSINESS INTERNET

### HIGHLIGHTS

- **Designed for Business**—Built for businesses that demand superior performance
- **High Performance**—Symmetric speeds to fit your business application and Internet access requirements
- **Reliable**—Mission-critical uptime and performance backed by Covad service level agreements
- **Satisfaction Guaranteed**—30-day no-risk satisfaction guarantee

## Cost-Effective Internet Access Your Business Can Count On

Keep your business connected and your employees productive with Covad Business Ethernet Enterprise service.

**PERFORMANCE AND VALUE.** Covad Business Ethernet Enterprise service delivers cost-effective and reliable Internet access with a choice of three symmetric speeds: 1.0 Mbps, 2.5 Mbps, and 5.0 Mbps. It's an excellent value for businesses with larger offices, branch offices, or business-critical applications that need high bandwidth.

**SERVICE LEVEL AGREEMENT TARGETS.** Covad stands behind our Business Ethernet Enterprise service with strong service level agreements that include 8-hour time-to-repair, 99.99% monthly service availability, installation timeframe, and data delivery targets.

**IP ADDRESSES.** Covad includes one or five fixed IP addresses that are dynamically allocated using DHCP. Additional IP addresses can be purchased if needed.

**PROFESSIONALLY INSTALLED.** A Covad technician comes directly to your office to install your equipment and Covad service. You don't worry about a thing.

**24x7 SUPPORT.** Covad has a specialized team of experts to support you 24x7x365. And we dispatch repair technicians after hours, on weekends, and on federal holidays to keep your business up and running.

**SATISFACTION GUARANTEED.** Try Covad Business Ethernet 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.\*

**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 SPECIFICATIONS

<b>CONNECTION</b>	An Ethernet connection, provisioned with one, two, or four T1 loop(s)
<b>SPEED</b>	1.0 Mbps, 2.5 Mbps, or 5.0 Mbps symmetric speeds
<b>IP CONFIGURATION</b>	<ul style="list-style-type: none"> <li>• Includes one or five usable fixed public IP addresses; more available for an additional fee</li> <li>• Covad-provided router dynamically allocates the fixed IP addresses using DHCP</li> </ul>
<b>SERVICE LEVEL AGREEMENT</b>	<p>The following service level targets are financially backed by available invoice service credits:</p> <ul style="list-style-type: none"> <li>• 99.99% monthly service level availability</li> <li>• 8-hour time-to-repair</li> <li>• 99.9% data delivery; network delay of 110 milliseconds or better</li> <li>• Installation within 30 calendar days for Business Ethernet 1.0 and 2.5 Mbps</li> <li>• Installation within 45 calendar days for Business Ethernet 5.0 Mbps</li> </ul>
<b>COVAD-SUPPLIED EQUIPMENT</b>	Samsung Ubigate iBG1000 router with a one-year warranty, managed by Covad
<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 web domain for you (www.yourcompany.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>DIAL-UP ACCESS</b>	Unlimited while awaiting installation; after installation, 10 hours free per month; \$1.50 per hour thereafter
<b>INSTALLATION**</b>	Professional installation by a Covad technician
<b>SUPPORT</b>	Expert support 24x7x365, including weekends, after hours, and holidays

**EMAIL AND WEB HOSTING OPTIONS.** Covad Business Ethernet comes with 15 email accounts and 10 MB of web space at the Covad.net domain. It includes extras like spam blocker and anti-virus software. Covad also offers professional email and web hosting services with custom domain name service (www.yourcompany.com) for an additional fee.

**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, call us today at 800.931.9742.



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\* The refund includes all monthly recurring and upfront fees, with the exception of any missed appointment fees, special installation and billable inside wiring fees, and any unreturned equipment.

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