

LEGAL INDUSTRY FOCUS



The Verdict Is In: Covad Solutions for Legal Saves the Day

Law firms today range from solo and small practices with little or no staff in a single office to large firms with multiple partners and hundreds of associates, paralegals, and support personnel distributed across multiple regions. Whatever your firm's size, we understand that "time is money" and a good communications solution is one that enables you to make the most of valuable resources and grow your business efficiently and profitably without compromising client satisfaction.

Covad solutions for the Legal industry can help you:

RESPOND QUICKLY—Lawyers can be reached by clients and partners anytime, anywhere, using just one phone number.

EASILY MANAGE BILLABLE CALLS—Through the Covad Web-based admin portal, calls can be recorded and tracked with client codes, even calls that roll to a cell phone can be billed if the client calls the person's Covad number first, so you can bill calls to the right clients.

STAY CONNECTED—Covad offers lawyers what they need to stay connected. Business-class broadband (DSL and T1) provides high-speed Internet communications with superior customer support. Covad wireless broadband can serve as a secondary connection where available. Covad ClearEdge VoIP services helps you organize voice, email and fax communications and helps ensure clients can always reach you.

REDUCE IT SUPPORT COSTS—With the Covad Dashboard, management is simplified as new users, even in dispersed areas are added quickly and easily.

WHAT LAW FIRMS GET

Covad offers solutions that can help you maximize your resources, no matter what size your law firm. The solution elements include:

BUSINESS-CLASS BROADBAND—Covad offers Internet access through a suite of solutions that includes T1 and SDSL/ADSL over the Covad next-generation nationwide network, with business-class, 24x7x365 customer service and support.

VOIP MANAGED-BUSINESS SOLUTIONS—Covad offers law firms a way to combine voice and data services into one seamless solution with a predictable monthly bill. The Covad managed VoIP solution, ClearEdge Pro, allows you to simplify and streamline your communications, resulting in time savings and productivity improvements.

HIGHLIGHTS

- Busy lawyers can keep track of billable time associated with client phone calls.
- Lawyers can be more responsive to clients with the Find Me/Follow Me feature.
- Lawyers can communicate with other attorneys and clients to better meet client expectations using Covad voice and high-speed broadband solutions.

40%

of clients cited exceptional client focus as the leading differentiator when choosing a law firm

“With Covad Managed Solutions for Legal, I can concentrate on my clients instead of worrying about technology glitches.”

WEB HOSTING—Covad offers email and Web hosting solutions so you can focus on the law and on growing your business. Solutions include four hosting plans, from email-only to feature-rich Web hosting. The email service includes enhanced functionality like anti-spam protection and Webmail to send and receive email from any Web browser. The Web hosting service includes website builder design technology.

BENEFITS TO LAW FIRMS AND LAWYERS

Business-class high-speed broadband solutions coupled with Covad hosted VoIP and Web hosting solutions enable law firms to maximize the efficiency of their lawyers, resulting in improved client satisfaction.

ACCOUNTING CODES—Track client communications for accurate billing.

FIND ME/FOLLOW ME—Never miss a client or partner call. This feature allows people to contact you at all times anywhere you happen to be, using only one number.

ELECTRONIC FAX—Receive fax messages on your online Covad Dashboard just as you would an email for easy archiving and tracking.

INSTANT CONFERENCING—Quickly get clients and colleagues together on one call instantly, without having to schedule it in advance. The conferencing feature allows you to record the call and save it in electronic format, as well as add, drop, or mute any party.

ANSWERING CLIENT CALLS—Connect your callers correctly and efficiently the first time, every time, using advanced features such as auto attendant, which allows callers to self-select the person or department with whom they wish to speak and hunt groups that "hunt" from phone to phone to find an available employee.

COVAD DASHBOARD—Control and manage all communications from a standard PC with an Internet connection. The Covad Dashboard is a simple-to-use, intuitive Web interface that allows you to view, prioritize, respond to, and forward your email, voicemail and fax mail in one online location, allowing you to track and return communications more efficiently.

VISUAL VOICEMAIL—Check and respond to your messages in order of priority through your phone or computer. Listen to voice messages, skip them, organize them; copy and save them indefinitely, or email them to anyone from any Internet connection.

For more information, contact your Covad account representative or go to www.covad.com/voip.



Covad Communications, 110 Rio Robles, San Jose, CA 95134

© 2007 Covad Communications. All rights reserved. Covad and the Covad logo are trademarks of Covad Communications. Service is not available in all areas. Use of Covad Communications' products and services is governed by Covad standard services agreement, customer policies, service level agreements, and acceptable use policy. Service may be limited, as more fully described in Covad's terms of service and will not be available in the event of power failures.