



BUSINESS ETHERNET

SDSL

Business Ethernet – SDSL

Affordable, reliable Internet access with symmetrical speeds over a dedicated circuit.

HIGHLIGHTS

- **Affordable**—Cost-effective alternative to a single T1 with up to twice the bandwidth
- **Nationwide Footprint**—available in 33 states and over 60 metro areas
- **High performance**— Symmetric speeds delivered over reliable, dedicated loops
- **Satisfaction Guaranteed***—30-day, no-risk satisfaction guarantee

TECHNICAL SPECIFICATIONS

TECHNOLOGY	Dedicated Internet connection delivered over bonded SDSL loops, terminating at an Ethernet port
SPEED	Symmetrical speeds of 2.0 and 3.0 Mbps
SERVICE LEVEL AGREEMENT	The following service level targets are financially backed by service credits: <ul style="list-style-type: none"> • Availability: 99.99% • Mean time to repair: 12 hours • Installation interval: 30 calendar days • Average Network delay: 80 milliseconds • Average delivery: 99.90%
IP CONFIGURATION	Includes five usable fixed public IP addresses; more available for an additional fee
EQUIPMENT¹	<ul style="list-style-type: none"> • Covad Ethernet gateway included with services • Customer to provide their own router
WEB HOSTING	<ul style="list-style-type: none"> • Includes 10 MB of space at the Covad.net domain (home.covad.net/username) • Covad can also host your company's web domain (www.yourcompany.com) for an additional fee
EMAIL	<ul style="list-style-type: none"> • Includes 15 POP3 email accounts and free webmail (Covad.net domain) • Email with your own domain name (yourname@yourcompany.com) is available for an additional fee
INSTALLATION²	Professional installation by a Covad technician
SUPPORT	Expert support 24x7, including weekends, after hours, and holidays
TO ORDER	Covad Business Ethernet – SDSL is available in locations nationwide; check availability with your Covad sales representative for exact locations

¹ Covad provides the Ethernet gateway for use with the service. The equipment is Covad property and must be returned in good working order when the service is disconnected to avoid a Lost Equipment fee. Please see Covad Customer Policies for details.

² Check with your Covad sales representative for professional installation, activation, and equipment charges that may appear as a one-time fee on your invoice.

To learn more about what Covad can do for your business, call us today at 800.931.9742 or visit www.covad.com.

Covad Communications, 2220 O'Toole Avenue, San Jose, CA 95131

© 2010 Covad Communications Company. All rights reserved. Covad and the Covad logo are registered trademarks of Covad Communications Group, Inc. This service is not available in all areas and is provided subject to Covad's standard terms, customer policies, service level agreements, and acceptable use policy.

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