

## A Better Way to Be Connected

Covad ClearEdge Office is a complete telephone and high-speed Internet access service designed specifically for businesses and offices with fewer than 20 telephone lines. By combining an advanced phone service that includes virtually unlimited calling minutes\* with reliable high-speed Internet into one affordable package, Covad Office not only saves your business money, it gives you a better way to stay connected to your customers and each other.

### HIGHLIGHTS

- **Better phone service**—Replaces traditional telephone company services
- **Save on all your communications**—Combine phone and Internet access onto a single, affordable monthly bill
- **Unlimited\* calling minutes**—Includes all the local and nationwide long distance calling minutes you can use
- **Easy to use**—Lets you manage all your phone features through a simple Web-based Dashboard
- **Service level agreements**—Includes strong service level agreements with targets of 99.9% reliability and fast repair times

### 'BIG COMPANY' FEATURES FOR LESS

Covad ClearEdge Office gives you powerful telephone features that can help your business project a more professional image.

STANDARD FEATURES	DESCRIPTION
<b>Covad Dashboard<sup>1</sup></b>	Online portal lets you manage all your voicemail, email and fax mail, visually
<b>Covad Softphone— inbound calls</b>	Receive calls on your desktop with an easy to use "phone" with a headset connected to your computer
<b>Unlimited* local and domestic long distance calling</b>	Includes up to 101,000 monthly minutes for nationwide calls
<b>Voicemail</b>	Access messages through your phone or visually through the Covad Dashboard and forward them the same way
<b>3-way conference calling</b>	Set up calls instantly, without an outside service
<b>Call forwarding (use *72)</b>	Easily forward incoming calls to other people
<b>Caller ID</b>	Receive notification when a call is coming in and see who it is before you answer
<b>Speed dial</b>	Store frequently called numbers and dial them with a 2-digit number
<b>Internal 4-digit dialing</b>	Dial co-workers quickly within the same office
<b>Do not disturb</b>	Keep incoming calls from disturbing you
<b>Call waiting</b>	Important calls are not missed while on another call
<b>Call back (use *69)</b>	Connect to a missed caller
<b>E911 emergency service **</b>	Access emergency assistance
<b>411 directory service</b>	Find phone numbers

<sup>1</sup> More information under Advanced Capabilities

\* 101,000 minute per site, per month cap on domestic minutes. Domestic minutes above cap are billed at \$.03 /minute.

\*\* E-911 service will not be available if there is a power failure, disruption in the broadband line or a malfunction of the broadband router. Covad strongly recommends that you maintain an alternative method of calling emergency services at all times.

### DO MORE WITH THE COVAD DASHBOARD

The Covad ClearEdge Office Dashboard makes it easy to manage and optimize your calling features. You can access the Covad Dashboard through any Web connection or Web-enabled device.

ADVANCED CAPABILITIES	BENEFITS
Find Me/Follow Me	Easily set up intelligent call forwarding rules so callers can reach you wherever you are with just one phone number
Visual voicemail	See, manage and listen to voicemail, view email or electronic faxes onscreen, and forward them as easily as sending an email
Call waiting disable/enable	Turn on or off your call waiting
Address book synchronization	Keep all your contacts accurate and up to date by synchronizing with your email contact list
Caller ID and caller ID blocking	Block unwanted calls with point-and-click ease
Call logs	Get real-time call details and records at your fingertips
Voicemail storage	Keep up to 10 MB worth of voicemails, emails and electronic faxes for instant retrieval
Public and private folders	Place files into network storage folders for easy transfer and collaboration
Call tracking	View historical billing information on your Covad SMART account
Electronic faxing	Receive, store, and access faxes on your Covad Dashboard

You can also add even more features to enhance your Covad ClearEdge Office service and make it easy to manage your communications.

OPTIONAL FEATURES*	DESCRIPTION
Auto attendant	Automatically answer and route calls
Hunt groups	Automatically distribute calls to two or more extensions
Electronic faxing	Receive faxes by email
Softphone—outbound calling	Make outbound calls using your desktop or laptop computer
Analog fax line	Receive faxes through a traditional fax machine
Inbound toll-free	Receive calls dialed through a toll-free number
Storage upgrade	Upgrade network storage capacity to 25/50/100 MB

\*\*These optional features are priced and available individually.

## HIGH-SPEED INTERNET ACCESS AND MORE

Covad ClearEdge Office includes a high-speed DSL Internet connection that automatically prioritizes traffic for the highest possible voice quality and data speeds.

DSL Options	Speed (up to) *
Dedicated ADSL <sup>1</sup>	1.5/384 M/Kbps
Dedicated ADSL <sup>1</sup>	3.0/768 M/Kbps
Dedicated ADSL <sup>1</sup>	6.0/768 M/Kbps
SDSL	384 Kbps
SDSL	768 Kbps
SDSL	1.1 Mbps
SDSL	1.5 Mbps

All services are voice-optimized access (VOA)

\*Download/upload speeds

<sup>1</sup>Rate adaptive for faster download speeds

## EQUIPMENT PROVIDED WITH YOUR SERVICE

For easy integration into your business environment, all Covad equipment provided with your service is industry standard.

### Routers

- ADSL – Siemens 5930
- SDSL – Siemens 5890

### Switches and analog telephone adapters (ATAs)

- 5-port data switch and 4-port analog telephone adapter
- 8-port data switch and 8-port analog telephone adapter

### Telephones and headsets

- No additional purchase required, provided analog phones and headsets are in use

### Compatible software

- Microsoft® Internet Explorer® (6.0, SP1, or newer)
- Microsoft Outlook® 98/2000/XP (2002)
- Microsoft Windows 98/2000/XP/NT for Covad ClearEdge Office Softphone/Console

To learn more about the value Covad ClearEdge Office can deliver to your business, contact us today at 1-866-292-4879.