

Covad Hosting Services

Frequently Asked Questions

HOSTING SERVICES OVERVIEW

Q What are Covad Hosting services?

A Covad Hosting services enable you to quickly establish your presence on the Internet. For a small monthly fee, you get space for your website and professional, company-branded email accounts. We can transfer your existing domain (www.yourcompany.com) or you can get a new one through Covad. Covad tools and templates make it simple to build a website, and access email—both in and away from the office. Choose from four Covad Hosting plans, including an email-only plan. Details and pricing are available on www.covad.com under Email/Web Hosting.

Q What are the benefits of having a presence on the Internet?

A There are many benefits to having a presence on the Internet, including:

- Growing your business by selling online
- Increasing the marketing reach of your business
- Presenting a polished, professional appearance for your business
- Spending less time educating your customers on your products/services
- Communicating more efficiently with customers, partners, and employees
- Competing more effectively against larger businesses

Q What are the advantages of using Covad Hosting services?

A With a Covad Hosting plan, you can:

- Simplify and focus on your core business
- Build your business with a reliable, experienced provider
- Select a hosting plan that fits your current needs, and move up as your needs evolve
- Access live 24 x 7 customer support
- Work with a single provider, single bill, and single point of support

Q What additional equipment is required to use Covad Hosting services?

A No equipment is required other than a computer with Internet access.

Q Are Covad Hosting services available to everyone?

A Covad Hosting services are available to all Covad customers. Covad customers receive a discount of up to \$10/month, depending on which package they select. These services can be purchased online at www.covad.com or by calling 1-800-636-3500. If you are an existing Covad access customer, you must order your hosting services in SMART Account Manager. Once you've logged into SMART, click on the **Getting Started** link to order and set up your services.

Q What are the key features of the services?

A Covad Hosting services provide multiple features that help you extend your business reach:

Simplified Website Creation

- A wizard walks you through creating your website from scratch, using predesigned templates and easy-to-use editing tools, allowing you to create a professional looking website in minutes.
- Easily create and maintain a dynamic website without HTML knowledge or hiring a site designer. Build it and update it by yourself at any time.
- For designers and advanced users who want to create a custom website, all templates are fully customizable using Web design software, such as Microsoft® FrontPage.
- Blog builder can be used to promote and exchange ideas or to gather feedback from customers.
- Use online chat to give prospective customers a simple way to get their questions answered.

Search Engine Optimization

- Improve your website's search engine rankings through effective site optimization.
- Use the Keyword Generator and Content Analyzer to select keywords, meta tags, and layouts to maximize search engine rankings and results.
- The Site Submitter allows you to automatically submit site pages to multiple search engines including Google, Yahoo, MSN, and Lycos.

Real Audio and Video Support

- Utilize streaming media to provide a better user experience on your website.
- Instantly watch or listen to files in real time—no more waiting for your files to upload.

Business-Class Email

- Enhanced email services such as email forwarding, aliases, and auto-responder messages.
- With spam blocker, you can set your own preferences, including the ability to quarantine spam so it can be reviewed.
- Check your email messages anytime using Webmail from any computer with Internet access.

E-commerce Support

- Leverage built-in templates to quickly present your products for online sale.
- Use real-time credit card support to take orders 24 hours a day. (You will need an account with a supported payment gateway provider, such as PayPal.)

Online Management and Statistics Reporting

- All website and email services are managed centrally in a feature-rich control panel, accessed directly through Covad's online SMART Account Manager.
- Review site traffic, statistics, and Web logs to track and monitor site visitors.

Support for Third-Party Applications

- Use your own software to build your website, and then upload the content to Covad servers. We support transfer protocols such as FTP and Microsoft FrontPage extensions, as well as standard scripting languages such as Perl and CGI.

TECHNICAL INFORMATION**Domain Names****Q What is a domain?**

A A domain is your unique address on the Internet (www.yourcompany.com).

Q What top-level domains can Covad register?

A Covad can register domains ending in .com, .net, .org, .biz, and .info.

Q I currently have a domain with another provider. How can I set up my hosting services for that domain with Covad?

A Transferring a domain to Covad is free, and we will accept any top-level domains. To transfer a domain, you must contact the registrar where your domain records are held and request that they point the nameservers for your domain to Covad. We provide you with simple, detailed instructions on how to transfer your domain.

Email**Q What email applications can I use to check my messages?**

A Covad supports the majority of email applications, including Microsoft Outlook and Eudora.

Q Can I check my email when I'm away from the office?

A With Webmail, you can send and receive messages over the Internet with any Web browser. This service is included in all Covad Hosting plans at no additional cost.

Q Does Covad help protect me from email spam?

A Yes, Covad helps protect users from receiving annoying junk mail (spam). This service is provided at no additional cost.

Your Website**Q What website design options do I have with Covad Hosting services?**

A Covad Hosting services provide you with complete flexibility to build your website. You can use Easy Site Wizard, an easy-to-use software tool with multiple Web templates to choose from, to create your site yourself without having to buy and download expensive software. You can also use software such as Microsoft FrontPage to build your site, and then upload the content to Covad servers. The third option is to outsource the development to a third party. Whichever design option you choose, Covad can host the site for you.

Q What reporting tools come with the service?

A Covad offers a complete suite of Web statistics and tracking tools that allow you to analyze the number of visitors coming to your site, where they are coming from, and how they are navigating it.

Support and Operations

Q Are all Covad Hosting services shared services?

A Yes, to provide a high-quality service at an attractively low price, all Covad Hosting services are shared.

Q What operating system do Covad servers run?

A All Covad Hosting servers run the Linux operating system.

Q How can Covad help prevent my website from going down?

A Covad is committed to providing the highest-quality service. Covad uses a platform that has redundant servers that serve as backup in the event a primary server fails. In addition, the hosting environment is monitored regularly to help prevent unexpected downtime.

SERVICE CHARGES

Q What is the cost of Covad Hosting services?

Q Charges for Covad Hosting services consist of a setup fee, applicable domain registration fees, and a monthly recurring fee. Depending on the plan, customers can receive a monthly discount for bundling their Web Hosting plan with Covad access. Details and pricing are available on www.covad.com under Email/Web Hosting.

Q What is the contract length for Covad Hosting services?

A There is no contract length for Covad Hosting services. You can cancel your services at any time online in SMART Account Manager or by calling 1-888-64-COVAD.

Q Does Covad back its services with a satisfaction guarantee?

A All Covad Hosting plans are backed by a 30-day satisfaction guarantee. If you cancel your service within the first 30 days after ordering, we will give you a full refund.¹

SETUP PROCESS

Q How soon after ordering can I begin using my services?

A You can set up your services immediately, including registering/transferring a domain, setting up email accounts, and building your website. Please note, however, that it takes 2–3 days for Covad to confirm proper receipt of your domain. During this period, you can continue with the setup process, but the live services will not be available until the domain has been activated on Covad servers.

Q How do I set up and begin using my services?

A Setting up your Covad Hosting plan involves four easy steps, all completed in SMART Account Manager:

1. Register/Transfer a domain.
2. Check back to see when your domain becomes “Connected” on Covad servers.
3. Set up email, including email accounts and passwords.
4. Choose your Web design option and begin building your site.

We will walk you through these basic steps directly in SMART.

¹ Domain registration fees are not refunded, because you own the domain for the term of its registration and can transfer it elsewhere at any time.

BILLING

Q How are Covad Hosting services billed?

A Covad Hosting services are billed in the same manner as other Covad services. You can select credit card, electronic bank draft, or invoice billing.

Q When will Covad begin billing me?

A The billing start date depends on whether you are an existing Covad customer at the time of purchase or you are a new customer to Covad.

Existing customers—Billing begins on the date the hosting plan is ordered. Covad then prorates the appropriate amount to match your next access billing anniversary date so that you are billed for both access and hosting on the same date.

New customers (hosting ordered with access)—Billing begins on the date the access order closes. By automatically setting the billing date for hosting to be the same as that for access, Covad is able to provide you with one bill that presents all your Covad charges in one place.

Q How can I get more information if I have questions?

A For more information about Covad Hosting services, please visit www.covad.com or call 1-800-636-3500.