

Product	Target Customer	Key Benefits	Key Features
TeleSoho	<ul style="list-style-type: none"> • Residential power user or Home Office • Networking 2-4 PCs; Multiple household members accessing Internet • Sends larger files than typical home user • Needs static IP address for gaming or hosting • Telecommuter using corporate VPN • Small business <5 employees • Not hosting web/e-mail servers 	<ul style="list-style-type: none"> • No professional install fees with self-installation • Can be installed in less than 20min • Receives high rankings for reliability • 30-day Satisfaction Guarantee • 15 “@covad.net” e-mail addresses • Personal web space on covad.net domain • 30-day Satisfaction Guarantee 	<ul style="list-style-type: none"> • Asymmetric Services (up to 1.5 downstream/up to 384 upstream) • NAT (1 fixed public IP address + 253 useable private IP addresses) • Self-install or Pro-install
TeleSpeed	<ul style="list-style-type: none"> • Small businesses with 5-100 employees; needs support for 5+ PCs • Hosts web/email server on site • Frequently sends large documents • Limited in-house IT staff, needs business-class customer support • Has business critical applications that require high quality of service • Needs multiple static IP addresses 	<ul style="list-style-type: none"> • Cost savings: more affordable than traditional T-1, IDSL or Frame Relay; less expensive than multiple dial-up accounts • Industry-leading Service Level Agreements (SLAs) • TeleSpeed traffic is prioritized over residential services on the Covad network • Custom domain web hosting • 15 “@covad.net” e-mail addresses or custom domain • Performance: up to 50 times faster than dial-up • 30-day Satisfaction Guarantee 	<ul style="list-style-type: none"> • Fixed rate Symmetric bandwidth (same upstream & downstream speed) at: 1.5, 1.1, 768, 384, 192, 144 • Multiple static IP address options • Installation in 30 days or less • 99.99% Network availability • 24hr time to restore • Service credits available • Professional install only

Product	Target Customer	Key Benefits	Key Features
TeleXtend	<ul style="list-style-type: none"> • Have high bandwidth needs and are unable to get SDSL 384 or higher due to distance • Have concerns about DSL technology or who prefer T-1 • VPN/network host site • 10+ users • Running mission critical applications such as online store or Web/email server 	<ul style="list-style-type: none"> • True T-1 service • Low price relative to other T-1 carriers • Custom domain web hosting • Multiple static IP address options • Can be bundled with TeleDefend VPN/Firewall at much lower cost than dedicated access or Frame Relay • 30-day Satisfaction Guarantee 	<ul style="list-style-type: none"> • Dedicated leased line T1 symmetric bandwidth, full T1: 1.5; or fractional T1: 768 or 384 • Installation in 30 days or less • 99.99% Network availability • 24hr time to restore • Service credits available • Professional install only
TeleDefend	<ul style="list-style-type: none"> • Specific businesses concerned with security: healthcare, financial services, technology, retail, government, legal, schools • Customers with no in-house IT support • Businesses with 2+ locations who need to share files/e-mail & applications between networks and systems need VPN • Customers who use Frame Relay need VPN • Customers seeking a bundled managed solution for access, firewall and VPN. 	<ul style="list-style-type: none"> • Let Covad protect your network and data against hackers or security breaches • Designed & priced for SMB • No upfront costs on equipment. NetScreen enterprise-class security appliance is included with the service. • Easy to install: appliance comes pre-configured. • 30-day Satisfaction Guarantee 	<ul style="list-style-type: none"> • Covad will respond to any security configuration change requests within 24 hours • Covad's security operations center experts watch your network 24 X 7 X 365 = no need for dedicated IT staff. • Runs over any existing network, including outside of the Covad network