



vPBX Voice Service

Feature-Rich, Advanced Business-Class Communications

For your business to compete, you need to stay connected and stay ahead of the competition. Yet that legacy system you're locked into may be holding you back. Break free and connect — better — with Covad.

Covad VoIP vPBX voice service delivers feature-rich, integrated local, long distance, and high-speed Internet access communications, plus many advanced features — all over one fully managed network connection. It's the flexible, affordable alternative to expensive and bulky PBX or KTS equipment.

Greater productivity is calling

Covad VoIP offers you powerful business-class telephone and data communications services powered by one of the nation's largest broadband networks. With Covad vPBX voice service, you can simplify your voice and data network, increase operational and employee productivity, and reduce your maintenance costs.

Convergence has paved the way

When you use Covad — for all your local, long distance, high-speed Internet access, email, conferencing, and Web hosting services — you can reduce complexity in your business and save money at the same time. Covad vPBX voice service requires no changes to your existing phone numbers or service features. All of your existing toll-free, Direct Inward Dial (DID), and business phone numbers remain the same, and enjoy business-class voice quality.

Why Covad VoIP Is Right for Your Business

Slash Your Communication Costs

- ❖ **Lower capital expenditures** — with Covad's virtual PBX. vPBX voice service does away with the expenses involved in the purchase, lease, or maintenance of an on-premises PBX.
- ❖ **Cut calling costs** — with free site-to-site calling and extension dialing. All calls, at all times, are free between employees and offices on the Covad VoIP network.
- ❖ **Reduce travel costs** — with Covad Web and voice conferencing capabilities.

(Continued on next page)

Why Covad VoIP Is Right for Your Business (continued)

Decrease Telecom and IT Support and Hassles

- ❖ **Make moves, adds, and changes instantly** — without requiring specialized resources or service calls.
- ❖ **Do-it-yourself features** — allow you to assign a new user and make changes to features for any employee from any Internet connection. Users can set up their own voicemail, call routing, and profiles quickly and easily.
- ❖ **New features and upgrades** — available automatically over Covad's fully managed network.
- ❖ **24 x 7 x 365 customer support** — we're here for you, day and night.

Improve Employee Productivity

- ❖ **Reach employees anywhere, anytime** — assign them one single number that travels with them, with calls routed to their cell, home, office, or anywhere they designate.
- ❖ **Smarter call routing** — receptionists can see who is on the phone and who is available, using the Soft Console. Or use the auto attendant feature to allow callers to self-select the person or department with whom they wish to speak. Plus, each employee gets their own 10-digit number, so callers can reach them directly.
- ❖ **Increase sales and support efficiency** — route incoming calls several ways: send them to ACD Agent Groups, cascade them to various stations using Hunt Group, or direct them to multiple phones simultaneously.



The Covad Dashboard

While most of the features of the Covad VoIP vPBX voice service can be managed from a phone, the Covad Dashboard gives users and administrators the ability to set up and manage their communications the way they want them. This simple yet powerful tool gives you total control through a standard Web browser or wireless (WAP) device.

The Benefits of Covad VoIP Are Loud and Clear

Covad VoIP vPBX voice service will truly help transform your company's communications, giving you the control to configure and manage your phone system the way you want it. Here's a summary of the key features and benefits.

- > **Find Me/Follow Me Instant Call Forwarding** **Never miss a critical call again.** Assign just one phone number per employee and incoming calls will find them, wherever and whenever they want to be found. Results include better access for customers, reduced phone tag, and cost reduction.
- > **Click-to-Call** **Speed dial with a click of the mouse.** Connect automatically with your contacts, including your Microsoft Outlook® contacts list, saving you time and making it easier than ever to manage your calls.
- > **Visual Voicemail** **Find your most important messages, instantly...visually.** View, prioritize, and even email your voice and fax messages. You'll spend less time retrieving and wading through messages, and more time acting on them.
- > **Fax Mail** **Receive and forward faxes just like email.** No more scrambling for lost faxes, or re-faxing a fax. You can redirect received faxes to any fax machine, sent them as an email, or save them to your hard drive.

Benefits (continued)

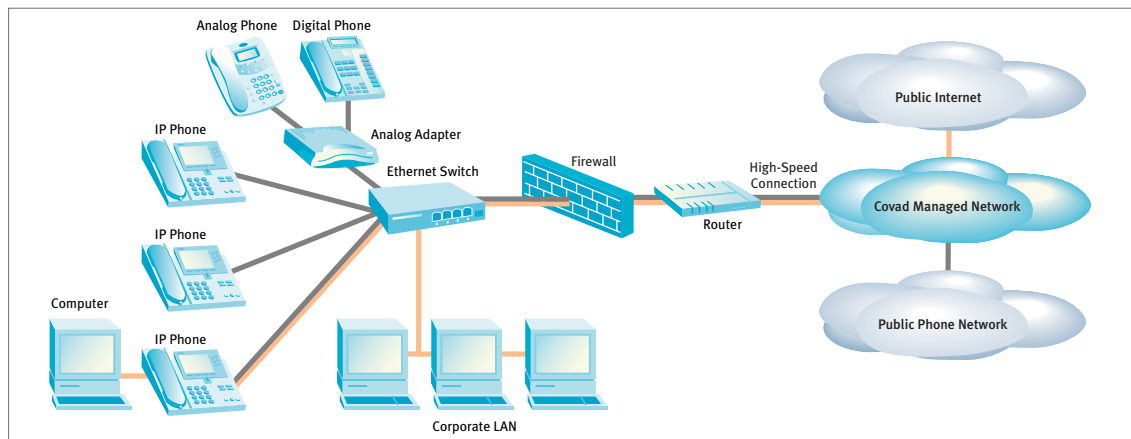
- › **Instant Conference Calling and Web Conferencing** **Bring people together instantly, affordably.** Pick a list of contacts and set your conference in motion: the Dashboard will dial in all recipients. You can also schedule your calls or Web conferences in advance, without operator assistance.
- › **Private IM** **Communicate securely in your office.** Use instant messaging to see who is available and communicate with them.
- › **Directory Services** **A visual '411' is one click away.** Leverage online directory services for reduced operator assistance expenses and efficient information access.
- › **Call Logs** **Effective call management.** Empower employees with real-time, detailed call logs that display both caller name (when available) and telephone number for incoming, outgoing, and missed calls.
- › **911 Services** **Ensure employee safety.** Keep them safe and in touch with integrated Emergency 911 dialing.*
- › **Soft Console** **Keep productivity high.** Monitor availability of employees to take calls in real time, keeping your operation running smoothly.
- › **Auto Attendant** **Efficient call routing.** Customers can self-select and self-direct who they need to reach, without having to go through the operator or reception desk.
- › **Automated Call Distribution (ACD)** **Improve customer service and call handling.** With multiple ACD and Hunt Groups, you can direct callers to the right person at the right time, ensuring excellent customer service and call handling.

Business-Class Internet, Email, and Web Hosting Services

Covad vPBX voice service is built on high-speed Internet access, up to 1.54 Mbps over a managed T1 or SDSL line, easily expandable to multiple T1 lines to grow with your business. Our state-of-the-art network can dynamically allocate bandwidth so that even as call volumes fluctuate, you can always get the highest possible bandwidth for data — without impacting the quality of your voice calls. Service level agreements assure your quality of service at all times. Covad's voice solution with bundled ISP service gives you everything you need to get started.

- › Flexible email access methods — including POP3, IMAP, WWW, includes anti-virus and SPAM control
- › Network Address Translation (NAT) for up to 253 usable private IP addresses – or 5 usable static IP addresses – included, with additional static IP addresses available for an additional fee
- › Simple online account management through SMART Account Manager (www.covad.net)
- › Service level agreements with service credits for missed targets
- › Unlimited dial-up access during installation, 10 hours/month free
- › Your ISP services also include the following depending on your plan:

Email/Web Hosting Services	Measured Plan	Unlimited Plan
# Email Boxes	15 Covad.net	50 hosted (your domain), 15 Covad.net
Web Space	15 MB Covad.net	1.25 GB hosted, 15 MB Covad.net
Email Storage/Box	10 MB	80 MB hosted, 10 MB Covad.net



vPBX voice service provides integrated voice and data in one managed communications service, delivering ISP services over the same network connection as voice.

Covad VoIP Is Standards-Based

All Covad equipment is standards-based, ensuring easy integration into your business environment.

- > **Compatible Phones**
 - Cisco 7940 and 7960 IP telephones
 - Polycom 500 IP telephones
 - Swissvoice IP 10S IP telephones
 - Toshiba digital business telephones
 - Analog telephones
- > **Compatible Browsers**
 - Internet Explorer (6.0 SP1 or higher)
- > **Compatible Terminal Adaptors (ATAs)**
 - Cisco 186, 188, and 2421
 - All Sylanro client adaptors
- > **Network Equipment**
 - Cisco routers and switches

Feature Listing for vPBX Voice Service

Employee Services

911 Services
 Bridged Line Appearances
 Call Forwarding
 Call Hold
 Call Logs (Missed, Inbound, Outbound)
 Call Pickup
 Call Screening
 Call Transfer
 Call Wait
 Caller ID
 Caller Name
 Click-to-Call (from phone or browser)
 Conference Calling (multi-party)
 Configurable Feature Codes
 DID/DOD
 Distinctive Ringing
 Do Not Disturb
 Feature Button Assignments
 Find Me/Follow Me

Hands-Free Dialing
 Hosted Directory List (Personal, Group)
 Instant Messaging
 LCD Feature Prompting
 Moves, Adds, and Changes
 Multiple Calling Plans
 Multiple Line Appearances
 Personal Directories
 Redial
 Single Number Services
 Speed Dial Buttons
 Speed Dial Codes
 Speed Dial Directories
 Star Codes
 System-Directed Call Pickup
 Visual Voicemail
 Voicemail
 Unified Messaging
 Web Conferencing
 Wide-Area Dialing Plans

Companywide Services

Access Codes
 ACD
 Billing Codes
 Call Groups
 Call Pickup
 Class of Service
 Custom Music on Hold
 Delegated Access/Group Administration
 Directed Call Pickup
 Directory List
 Distinctive Ringing
 Far-End Hop Off
 Flexible Dial Plans
 Hunt Groups
 Intercom
 Music on Hold
 On-Net Calling
 Private Dial Plans
 User Groups



The New Voice of Business



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*Service may be limited as described in Covad's terms of service and may not be available in the event of power failures.

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