



Catherine F. Boone
Senior Counsel
10 Glenlake Parkway, Suite 130
Atlanta, Georgia 30328
(678) 222-3466
cboone@covad.com

November 12, 2001

VIA FEDERAL EXPRESS

Ms. Blanca S. Bayó
Director
Division of the Commission Clerk & Administrative Services
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850


Re: Covad Response to Year 2001 Local Competition Report Data Request

Dear Ms. Bayó:

Please find enclosed a public and a confidential version of Covad's Response to the Year 2001 Local Competition Report Data Request, as well as an additional copy of this cover letter. Covad requests that the highlighted information in the confidential version be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information. We also request that you stamp a copy of this cover letter "received" and return it in the enclosed self-addressed, stamped envelope.

Thank you for your attention to this matter.

Sincerely,



Catherine F. Boone

DOCUMENT NUMBER-DATE

14331 NOV 13 01

FPSC-COMMISSION CLERK



Catherine F. Boone
Senior Counsel
10 Glenlake Parkway, Suite 130
Atlanta, Georgia 30328
(678) 222-3466
cboone@covad.com

November 12, 2001

VIA FEDERAL EXPRESS

Ms. Blanca S. Bayó
Director
Division of the Commission Clerk & Administrative Services
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Covad Response to Year 2001 Local Competition Report Data Request

Dear Ms. Bayó:

Attached is DIECA Communications, Inc. d/b/a Covad Communication Company's ("Covad") response to the Year 2001 Local Competition Report Data Request issued by Mr. D'Haeseleer's office. Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information. We deeply regret our belated response to this important request and appreciate the opportunity to explain the unique circumstances that caused this request to go unanswered.

As you may know, Covad offers high speed internet access in Florida using Digital Subscriber Line ("DSL") technology. Covad has been in business since 1997 and we entered the Florida market in August 1999. The downturn of the financial markets as well as the cessation of business by so many of our Internet Service Provider ("ISP") partners has had a serious effect on Covad. In July and August, the legal and regulatory personnel tasked with managing the necessary regulatory filings on Covad's behalf in this region underwent a period of unparalleled change. We were all involved in preparing the company, our partners and customers for Covad Communications Group's (Covad's parent company) bankruptcy filing on August 15, 2001. Although we believe Covad Group will ultimately emerge from Chapter 11 as a stronger and more resilient company, Covad Communications Group's bankruptcy filing absorbed significant resources that would otherwise have been available to respond timely to the Year 2001 Data Request. Additionally, during the first week in August, two of the four members of the legal/regulatory team responsible for BellSouth and Qwest regions were laid off, including the person specifically tasked with compliance with all regulatory filings. There is little doubt that this is a very stressful and difficult time for Covad both financially and from a human resources perspective. Unfortunately, during this period of transition, the Year 2001 Data Request was missed. We deeply regret that this happened.

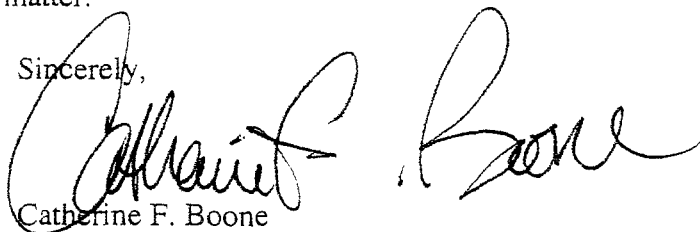
perspective. Unfortunately, during this period of transition, the Year 2001 Data Request was missed. We deeply regret that this happened.

We recognize that the Commission is authorized to impose a fine for failure to respond to the Data Request in a timely fashion. We also recognize that the Florida legislature granted this authority to the Commission to insure that the Commission had the tools necessary to effectively solicit important information from carriers like Covad. We respectfully request that the Commission exercise its discretion and not impose such a fine. Covad has attempted to be responsive to all of the Commission's requests as well as to any consumer complaints which may arise in Florida. In fact, last year when the Commission indicated that Covad had not responded to a handful of complaints, we immediately investigated and determined that we had not received the complaints. Then, we contacted each of the customers and successfully resolved them all. Likewise, as soon as we became aware of Covad's failure to respond as to the 2001 Data Request, we began to gather the necessary data in earnest. Covad attempts to be responsive to the Commission's requests and we have participated and continue to participate in collocation dockets, pricing dockets, competitive forums, collaboratives as well as the ongoing OSS/Third Party Testing. We hope to bring a unique perspective of the last remaining national DSL provider still in business in Florida.

We obviously did not plan to fail to timely answer the data request. It was simply a mistake that occurred during an unexpected and turbulent time at Covad. We understand that the staff may recommend a penalty of as much as \$5,000 against Covad. Given the serious financial condition of the company and the necessity of continuing layoffs in other work groups at Covad, any financial penalty at this time exacts a tremendous price. We do not expect to suffer any more layoffs in the legal/regulatory group nor do we expect another major bankruptcy filing. Moreover, to insure that this type of mistake does not happen again, Covad has initiated a tracking system for all state commission requests. This tracking system will enable the remaining members of the legal/regulatory team to consistently comply with any and all future requests of the Commission. With these measures in place, we are confident that we can avoid a similar mistake in the future. We respectfully request that the Commission close the docket against Covad without imposing a penalty against the company.

We appreciate your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Catherine F. Boone". The signature is fluid and cursive, with the first name being the most prominent.

Catherine F. Boone

cc: Thomas E. Allen
Vicki Kaufman, Esq.
Mr. Walter D'Haeselerr (w/ Covad's public version of response)
Mr. Richard Moses (w/ Covad's public version of response)
Ms. Melinda Watts (w/ Covad's public version of response)

Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information.

2001 ALEC Data Request
Florida

DIECA Communications, Inc. d/b/a Covad Communication Company responds to the 2001 ALEC Data Request as follows:

Florida Statute 364.02(2) defines basic local service as:

“Basic local telecommunications service” means voice-grade, flat-rate residential and flat-rate single line business local exchange services which provide dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multi-frequency dialing, and access to the following: emergency services such as “911”, all locally available inter-exchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing. For a local exchange company, such terms shall include any extended area services routes, and extended calling service in existence or ordered by the commission on or before July 1, 1995.

Florida

1. a) Are you providing service to residential customers in Florida that complies with the above definition of **basic local service**?

Covad does not provide service to residential customers in Florida that fall under the definition of “Basic Local Telecommunications Services”, as defined above.

- b) To how many residential customers are you providing **basic local service** in Florida?

N/A

- c) What are your current rates for providing residential **basic local service**?

N/A

- d) Are you providing service to business customers in Florida that complies with the above definition of **basic local service**?

Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information.

N/A

e) To how many business customers are you providing **basic local service** in Florida?

N/A

f) What are your current rates for providing business **basic local service** in Florida?

N/A

2. Are you currently providing other forms of local service (business or residential) in Florida that may not meet Florida's statutory definition of **basic local service**? (Examples could include: multi-line business users; services with toll or usage restrictions; mandatory 900 blocking; limited amount of local calling included in the monthly charge; bundled service offerings; etc.)

(If yes, continue with question #2; if no, skip to Questions #3)

No.

a) Are you currently providing other forms of local service to residential customers in Florida?

b) If the response to a) is affirmative, please describe each of the forms of local service you are providing to residential customers in Florida. (If available, please provide marketing brochures or comparable materials).

c) If the response to a) is affirmative, please indicate your current rates for each of the services indicated in response to b).

d) Are you currently providing other forms of local service to business customers in Florida?

e) If the response to d) is affirmative, please describe each of the forms of local service you are providing to business customers in Florida. (If available, please provide marketing brochures or comparable materials.)

f) If the response to d) is affirmative, please indicate your current standard rates for each of the services indicated in response to e).

Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information.

3. Please describe the method(s) you are using to provide telephone services (e.g., resale, interconnection, unbundled network elements, facility-based, etc.)

Covad uses unbundled network elements as well as its own equipment collocated in LEC central offices to provide service in Florida.

- a) Please indicate, by exchange, the number of LEC access lines you are reselling to residential customers.

N/A

- b) Please indicate, by exchange, the number of LEC access lines you are reselling to business customers.

N/A

- c) Please indicate, by exchange, the number of unbundled network elements, if any, you are obtaining from the incumbent LEC.

In addition to the unbundled local loops detailed below, Covad also obtains the following interoffice transport network elements:

[REDACTED]

- d) Please indicate, by exchange, the number of unbundled local loops, if any, you are obtaining from the incumbent LEC.

As of June 30, 2001, Covad obtained [REDACTED]

[REDACTED]

- e) Please indicate the types of facilities deployed by your company in Florida to provide local telephone services, and indicate where these facilities are deployed.

Covad deploys Digital Subscriber Line Access Multiplexers ("DSLAMs") in each central office in which it is deployed in Florida for the purpose of providing DSL service. Covad has a DSLAM collocated in each of the following central offices, by area:

[REDACTED]

- f) If known, please indicate the number of access lines, separately for residential and business customers, provisioned solely over company-owned facilities.

Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information.

N/A

- g) Please indicate, by exchange, the number of business access lines you serve that are provided to Internet Service Providers.

N/A

- h) Please indicate, by exchange, the number of business access lines you serve that are provided to voicemail service providers.

N/A

4. Please indicate the number and location of switches you have located in Florida, if any, used to provide services to customers in Florida.

N/A

5. For each exchange where you are providing any form of residential local telephone service, please identify by exchange (a list of exchanges is attached), the number of residential access lines served as of June 30, 2000. (See example below).

N/A

6. For each exchange where you are providing any form of business local telephone services, please identify by exchange, the number of business access lines served as of June 30, 2000. (See example below).

N/A

7. For billing and accounting purposes, do you differentiate between residential and business customers?

No. We bill according to the service type and speed purchased from Covad by a customer.

- a) Are you currently offering any enhanced services? If yes, what are they?

We offer high speed data services using Digital Subscriber Line ("DSL") technology.

- b) Have you experienced any significant barriers in entering Florida's local exchange markets? Please list and describe any obstacles or barriers encountered.

Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information.

Yes. Covad has experienced barriers to entry in areas in both the Verizon and BellSouth controlled local exchange markets including, but not limited to, the following: (1) delays in collocation, (2) delays in loop delivery, (3) unacceptable quality of services and loops provided, (4) anticompetitive pricing of services and unbundled network elements, (5) lack of Operation Support Systems, both manual and mechanized, sufficient to enable Covad to enter the market efficiently, (6) inaccurate billing and inadequate avenues for resolution of billing disputes, and (7) unwillingness to treat Covad like a customer.

c) Have you experienced any difficulties involving any agreements you may have with incumbent LECs? If so, please describe any significant problems encountered.

Yes. Covad has had several disputes involving interpretation of the terms and conditions of the Interconnection Agreement between our two companies. For example, in November 1999, BellSouth took the position that it no longer had to provide ISDN loops for Covad's IDSL service. Covad litigated this issue with the Georgia Public Service Commission under an expedited complaint process and the Commission ordered BellSouth to continue providing those loops pursuant to Covad's IA. For another example, Covad maintained the position that the Interconnection Agreement between Covad and BellSouth provided for deployment of collocation in a certain number of days. BellSouth took the position that the word "days" in the Interconnection Agreement meant "business days," thus tremendously expanding the amount of time BellSouth would take to provision collocation. These are only a few examples of difficulties involving the IAs.

d) Do you anticipate that your long-term manner of providing service will differ from your current practice? If so, do you expect becoming a full-scale facilities-based provider?

No.

e) Have you been assigned your own NXX codes? If yes, how many codes have you been assigned and for each code, as of January 31, 2000, how many numbers have been assigned from the code?

No.

8. Please list your primary line of business (for example, entertainment, cable television, private line/special access service, inter-exchange service, local service, cellular service, paging service, electric service, municipality, etc.).

Provider of DSL service.

9. At any time during the last 12 months have you provided local telephone services in Florida and then withdrawn a service? If yes, please discuss the reasons for this decision.

Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information.

No.

10. If you or an affiliate provides cable television in Florida, do you offer any package plans combining cable television and local telephone services? If so, please indicate where such packages are being offered.

N/A

11. If you or an affiliate provides long distance telephone service in Florida, do you offer any package plans combining long distance and local telephone services? If so, please describe any such plans and their terms and conditions. Is subscribing to both local telephone and long distance a condition of providing service?

N/A

12. Please provide any additional comments or information you believe will assist staff in evaluating and reporting on the development of local exchange competition in Florida. In particular, we are seeking comments on obstacles that you believe may be impeding the growth of local competition in the state and any suggestions you may have on how to remove such obstacles.

The Commission has done an excellent job on collocation terms and conditions and on establishing more reasonable unbundled network element rates in this state. Those two efforts alone greatly help competition in the state. The eventual establishment of a performance measurements plan in Florida will enable the commission to better monitor ILEC performance and will help to incent ILECs to perform in a manner that enables ALECs to compete. Unfortunately, the limited resources of ALECs in Florida decreases our ability, including Covad's ability, to participate in many important regulatory dockets and to pursue resolution of disputes with incumbent carriers.

13. If your company filed a Form 477 with the Federal Communications Commission in March, 2001, please enclose a copy of the completed Form 477 with your response to this data request.


FCC Form 477 is attached.

14. Does your company offer DSL exclusively?

Yes, Covad offers DSL exclusively.

15. If the answer to questions 14 is "yes," how many xDSL lines in aggregate does your company provide?

Covad requests that the attached highlighted information be kept strictly confidential pursuant to section 364.183(a), Florida Statutes because it is proprietary, confidential business information.

As of June 30, 2001, Covad has an aggregate of 

16. If the answer to question 14 is "yes," in what exchanges in Florida are your services available?



17. If the answer to question 14 is "yes," how are your company's various service offerings priced?

See attached retail price list.

Covad FCC Form 477

Six pages total

*** FCC definition of broadband excludes any DSL service below 200 kbps. Covad serves numerous customers in Florida with DSL service of 144 kbps and 192 kbps. Those lines are excluded from the FCC Form 477 report, but are included in the service numbers provided in the Year 2001 Data Request.

***** CONTAINS CONFIDENTIAL COVAD INFORMATION *****

FCC Form 477 -- Local Competition and Broadband Reporting

Cover Page - Name & Contact Information

All filers must complete this section.

File data as of:

June 30, 2001

1. Filing Status

2. Company

3. Indicate the category that best describes the operations covered by this filing.

4. Filers must report separate data for ILEC and non-ILEC operations. Use the following drop-down box to indicate whether this worksheet contains data for ILEC or for non-ILEC operations.

5. Use the following drop-down box to select your company, parent or controlling entity name. Select "not shown" if it is not in the list. See instructions Section IV-B-1 for information on preparing file names.

If you selected "not shown" above, then provide the following:

Name of company, parent or controlling entity.

6. State.

7. Contact person (person who prepared the data contained below).

8. Contact person telephone number and e-mail address.
phone
e-mail

9. Indicate whether this is an original or revised filing.

10. Indicate whether you request non-disclosure of some or all of the information in this file because you believe that this information is privileged and confidential and public disclosure of such information would likely cause substantial harm to the competitive position of the filer.

11. If you requested non-disclosure in line 10, indicate if this is your complete or redacted file.

Please review instructions before completing form.

Reminders:

- 1) Virus check your floppy diskettes or compact disk before you mail them.
- 2) If you are filing original or revised data for an earlier semi-annual reporting period, do not use this particular form (which is only for data as of June 30, 2001). See Reminder 4.
- 3) You may not insert or delete columns or rows, move cells, or edit text or numbers outside the cells provided for data entries. Files that cannot be opened in EXCEL97, files whose structure has been altered, and files with improper names will be returned for re-filing.
- 4) If you have questions about the form, contact the Common Carrier Bureau, Industry Analysis Division at (202) 418-0940; via e-mail at 477INFO@fcc.gov; or via TTY at (202) 418-0484.
- 5) You must include a Certification statement signed by an officer of your company. A single statement will cover all files included on the diskette(s) or compact disk.
- 6) If you request non-disclosure of some data, you must file a public version of the form with such information redacted. See Sections IV-B and IV-C of the instructions for information on preparing a redacted file.
- 7) Name your files as specified in section IV.B.1 of the instructions. To assist you, complete this Cover Page to generate an "example" name, below. Replace the character "#" in this example name with a sequence number as specified in the instructions. This number should be "1" unless using "1" would cause you to submit more than one file with the identical file name.

Example >>>

OMB NO: 3060-0816

EXPIRATION DATE: 11/30/2003

Covad ILEC operations for Florida June 30, 2001

Complete Part I if you and all affiliates (including commonly controlled entities) provide 250 or more broadband lines or wireless channels in the state over your own facilities or over lines you provisioned as broadband. See instructions for definitions of "own facilities", "broadband", "end user", and "residential and small business".

If you provide data in Part I, you must provide in Part V a list containing the 5-digit zip codes of the end-user locations in which you provide the broadband services reported herein. See instructions.

Data as of June 30, 2001

A. Lines and wireless channels of broadband service that you provided over your own facilities, or over UNE loops or other lines and wireless channels that you obtained from other service providers and equipped as broadband, categorized by technology at the end-user location.

(a) Total one-way and two-way (full) broadband lines and wireless channels	Percentages of lines and wireless channels reported in (a)				
	(b) % of (a) used by residential & small business customers	(c) % of (a) provided over your own facilities	(d) % of (a) provided (i.e. billed directly) to end users	(e) % of (a) providing customers greater than 200 kbps in both directions	(f) % of (a) providing customers greater than 2 mbps in both directions
1-1. Asymmetric xDSL.	100%	0%	100%	76%	0%
1-2. Other traditional wireline including symmetric xDSL.	3%	0%	100%	100%	0%
1-3. Coaxial carrier systems including hybrid fiber-coaxial systems.					
1-4. Optical carrier (fiber to the end user).					
1-5. Satellite.					
1-6. Terrestrial wireless fixed.					
1-7. Terrestrial wireless mobile.					
1-8. All other technologies, such as distribution over electric power lines.					

Note: In Part I, report actual counts. Do not report voice-grade equivalent measures.

Covad ILEC operations for Florida June 30, 2001

Complete Part II if you and all affiliates (including commonly controlled entities) provide 10,000 or more voice-grade equivalent lines or wireless voice-grade equivalent channels used for local exchange or exchange access service in the state. See instructions for definitions of "voice telephone service", "voice-grade equivalent lines", "residential and small business", "owned facilities", "COLO switching centers", and "end users"

If you provide data in Part II, you must provide in Part V a list containing the 5-digit zip codes of the end-user locations in which you provide the wireline or fixed wireless voice grade services reported herein. See instructions.

Data as of June 30, 2001

	(a) Total voice-grade equivalent lines and voice-grade equivalent wireless channels in service	Percentages of lines and wireless channels reported in (a)			
		(b) % of (a) used for residential & small business service	(c) % of (a) provided over your own facilities	(d) % of (a) provided over UNE loops	(e) % of (a) in ILEC COLO switching centers
A. Voice telephone service provided to end users.					
II - 1. Total lines and channels you provided to end users.					
B. Voice telephone service provided to other communications carriers, categorized by:					
II - 2. Lines and channels that you provided under a Total Service Resale arrangement. See instructions.					
II - 3. Lines and channels you provided under other resale arrangements, such as resold centrex.					
C. UNE loops, special access lines, and those private lines that connect to carriers, categorized by:	(a) Total lines and wireless channels				
II - 4. Lines and channels that you provided under a UNE loop arrangement, where you do not provide switching for the line.					
II - 5. Lines and channels that you provided under a UNE loop arrangement, where you also provided switching for the line.					
II - 6. Special access lines not provided as broadband and private lines that connect an end-user premises to a telecommunications common carrier and is not provided as broadband.					
D. Total wireline voice-grade equivalent lines & fixed wireless voice-grade equivalent channels in service.					
II - 7. Total lines and channels provided. {line II-1+line II-2 + line II-3}					

Percentage of channels reported in (a), carried over the following types of facilities categorized by the technology used in the part of the line or wireless channel at the end-user location		
(f) cable coaxial	(g) wireless	(h) all other including traditional wireline

OMB NO: 3060-0816
EXPIRATION DATE: 11/30/2003

Covad ILEC operations for Florida June 30, 2001

Complete Part III if you and all affiliates (including commonly controlled entities) serve 10,000 or more mobile voice telephony subscribers in the state over your own facilities. See instructions for definitions of "mobile voice telephony subscribers" and "owned facilities".

Data as of June 30, 2001

A. Mobile voice telephony subscribers in service and served over your own facilities.

(a) Network telephone service: subscribers	(b) Percentage of (a) provided (i.e. billed directly) to end users
--	--

III - 1. Cellular, PCS & other mobile telephony.

Covad ILEC operations for Florida June 30, 2001

Filers completing Part I or Part II must supply a list of 5-digit Zip Codes in which the filer has at least one customer. Do not provide customer counts by Zip Code.

Data as of June 30, 2001

V - 1. 5-digit Zip Codes in the state in which you provide service to end-user locations:

	(a) Broadband Service	(b) Wireline & Fixed Wireless Exchange Telephone
1	[REDACTED]	
2	[REDACTED]	
3	[REDACTED]	
4	[REDACTED]	
5	[REDACTED]	
6	[REDACTED]	
7	[REDACTED]	
8	[REDACTED]	
9	[REDACTED]	
10	[REDACTED]	
11	[REDACTED]	
12	[REDACTED]	
13	[REDACTED]	
14	[REDACTED]	
15	[REDACTED]	
16	[REDACTED]	
17	[REDACTED]	
18	[REDACTED]	
19	[REDACTED]	
20	[REDACTED]	
21	[REDACTED]	
22	[REDACTED]	
23	[REDACTED]	
24	[REDACTED]	
25	[REDACTED]	
26	[REDACTED]	
27	[REDACTED]	
28	[REDACTED]	
29	[REDACTED]	
30	[REDACTED]	
31	[REDACTED]	
32	[REDACTED]	
33	[REDACTED]	
34	[REDACTED]	

OMB NO: 3060-0816
EXPIRATION DATE: 11/30/2003

Covad.net Retail Pricing Information

3 pages total



The Internet as it should be.™

Covad.net Retail Pricing Information

Monthly Recurring Charges Unlimited Usage, No Surcharges

	TeleSoho	TeleSpeed						TeleXtend		
	ADSL	144 Kbps IDSL	192 Kbps SDSL	384 Kbps SDSL	768 Kbps SDSL	1.1 Mbps SDSL	1.5 Mbps SDSL	384 Kbps T1	768 Kbps T1	1.5 Mbps T1
1 Year	\$89.00	\$149.00	\$149.00	\$199.00	\$329.00	\$379.00	\$419.00	\$499	\$649	\$749
2 Year	N/A	\$145.00	145.00	\$195.00	\$299.00	\$349.00	\$399.00	\$449	\$584	\$674

Installation and Equipment Charges

Installation Charges			Equipment Charges		
TeleSoho	TeleSpeed	TeleXtend	TeleSoho	TeleSpeed	TeleXtend
Professional Install Only			Gateway	Router	T1 Router
\$175.00	\$225.00	\$450.00	\$275.00	\$359.00	\$775.00

Managed Security Suite (MSS) Pricing (12 month contract required)

	TeleDefend	TeleDefend VPN
Installation Charges (Self Install only)	0	0
CPE Charge/NetScreen 5XP-C30	0	0
Monthly Recurring fee*	\$175 per site	\$225 per site
Monthly Discount (applicable only to Covad.net customers and is calculated on a per site basis)	\$25 per site	\$50 per site
Configuration Changes**	Customers are allowed unlimited configuration changes during the first month of service and 4 configuration changes over the next 11 months of their contract. One-time charge of \$40 for configuration changes in excess of this.	Customers are allowed unlimited configuration changes during the first month of service and 4 configuration changes over the next 11 months of their contract. One-time charge of \$40 for configuration changes in excess of this.

*Monthly service charge is in addition to any access/Internet charges

**Configuration change charges will be waived during Limited Release.

IP Address Pricing

Connect Multiple Devices with One Covad Broadband Circuit



The Internet as it should be.SM

Total Public IPs	Set-up Fee	Monthly Fee
1 IP with NAT	\$0.00	\$0.00 (Complimentary default; 256 private IP)
8	\$0.00	\$0.00 (Complimentary, only on request)
16	\$50.00	\$16.00
32	\$50.00	\$48.00 (IP justification form required)
64	\$50.00	\$112.00 (IP justification form required)
128	\$50.00	\$240.00 (IP justification form required)
256	\$250.00	\$496.00 (IP justification form required)

Ancillary Features and Pricing Information

The Services that complement your broadband connection!

TeleSoho Ancillary Services:

- Standard package includes 10 MB web space and 5 POP3 Email accounts at Covad.net domain

TeleSpeed/TeleXtend Ancillary Services:

- Standard package includes 15 POP3 Email accounts, 15 MB web hosting space, DNS for 1 customer provided domain. Customer can choose to host services at Covad.net domain. Additional TeleSpeed/TeleXtend services are charged based on the fee schedule below:

Business Email Services	Pricing/Month
Email Package 1 (15 mailboxes)	\$0.00 at first domain, \$10.00 for package at each additional domain
Email Package 2 (25 mailboxes)	\$15.00
Email Package 3 (50 mailboxes)	\$50.00
Additional email boxes beyond base 15	\$2/mailbox (sold in increments of 1 mailbox)



The Internet as it should be.™

Web Hosting Services	Monthly Charge	One-time Setup Fee
Basic – Hosting Package 1 (15 MB web space, 1,000 MB transfer)	\$0.00 at first domain, \$14.95 for package at each additional domain	\$0.00 at first domain, \$15.00 for package at each additional domain
Hosting Package 2 (50 MB web space, 4,000 MB transfer)	\$24.95	\$25.00
Hosting Package 3 (75 MB web space, 5,000 MB transfer)	\$49.95	\$50.00

Domain Name Services	Monthly / Upfront Charge
Domain name registration	\$35.00 per year
Domain name transfer (does not apply to sub-domains)	One-time transfer currently offered free of charge
Primary and Secondary DNS (not applicable to Covad hosted email and web hosting)	\$10.00 per month per domain
DNS record changes involved with hosting a server at a customer's premise	\$0.00 per change via online tool Changes via customer service representative currently offered free of charge

Additional Fees

Description of Service	One-time Fee
Early cancellation fee (after the 5 th business day)	\$49.00
Early disconnection fee (before contract term complete)	\$500.00 (TeleSpeed/TeleXtend) \$250.00 (Telesoho)
Inside wiring – First hour/Minimum Charge. For each additional 15 minutes: \$20.00	\$88.00