

case study



Voice and Data Provider Improves Network Performance and Reduces Cost with XO® High-Speed IP Transit

Covad

Covad is a nationwide provider of integrated voice and data communications. The \$475 million, publicly traded company offers broadband services in 44 states and 235 Metropolitan Statistical Areas, reaching over 50 percent of all U.S. homes and businesses. Its services include DSL, Voice over IP, T1, broadband wireless, email/Web hosting, managed security, IP, and dial-up services. Covad recently partnered with XO to improve the resilience of its Internet connectivity and transport.



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Customer Challenge

- Increase resilience of Covad's communications network
- Find a national carrier with a large network footprint

XO® Solution

- High-Speed IP Transit Service
- Nearly 20 Gbps of Internet transit access across 16 locations
- Performance-based Service Level Agreements

The Challenge

Increase network resilience and connectivity after a large service provider acquired several of Covad's IP transit service providers, and merged them into the same network

Covad is dedicated to helping small and medium-sized companies grow with reliable, high-quality voice and data solutions geared toward the unique needs of their businesses. Until recently, Covad had two or three connections within each IP POP to various Internet transit service providers to ensure network resilience.

However, after several mergers and acquisitions in the industry, Covad's two or three connections ended up on a single Internet transit network. "Having all our Internet connections within an IP POP going through a single service provider was not optimal. If that network had a problem, our service to customers would be at risk," said Darren Sandford, Covad Director of Network Planning, Design, and Analysis.

While maintaining the connection with the merged company, Covad sought an additional service provider to increase network resilience and connectivity.

"We required an established national carrier that could meet the growing needs of Covad, had a large enough footprint to offer services from almost all of our IP POPs, and offered performance quality backed by Service Level Agreements," said Sandford.

The Solution

XO High-Speed IP Transit, including 3 Gbps interconnects at 16 locations

In late 2006, Covad deployed XO High-Speed IP Transit on the XO Tier 1 IP backbone and gained the increased network resilience and connectivity the



company sought. With multiple paths to the Internet now, Covad has enhanced the level of quality and reliability it has always offered its customers.

Sandford praised the fact that XO has presence in many peering locations, eliminating the need for Covad to contract with multiple service providers. "The ease of connection was quite straightforward," said Sandford. "By going with XO, we have 100% Internet transport resilience in each of our IP POPs, with another large national backbone."

The XO IP network and metro footprint offered the size, reach, and resiliency Covad required. Key features of the XO network include:

- Redundant, protected OC-192c line rate IP network over XO long-haul fiber (Infinera Platform)
- Dense U.S. network with 62 IP POPs in 34 markets
- Nearly 3000 on-net buildings (57 Infinera DTN sites)
- Support for up to 10 Gbps customer interconnects
- Metro assets enable XO to offer an end-to-end solution

The Results

Network Resilience

XO was able to focus on the needs of the customer rather than being bogged down with mergers and integrating acquired companies. "Due to industry consolidation, our previous connections ended up being through a single service provider, which impacted our network resilience. With XO, we gained the resilient connections that complement our national network," said Sandford.

Cost Savings

Sandford stated that Covad has experienced a 25% cost reduction for traffic that goes through the XO network. With Covad now sending 40% of its traffic through the XO network, the savings are substantial.

Outstanding Performance

Sandford is impressed with the outstanding performance of the XO IP network and its ability to support Covad's applications. "We've had a consistently positive experience with XO," said Sandford. "Our network operations team says XO is one of the best service providers they've ever dealt with."

Positive Relationship

"It's been a pleasure working with the XO team," said Sandford. "They are honest, straightforward, and always strive for a win/win situation. Of all our IP service providers, XO continues to generate admiration from everyone at Covad."

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Director of Network
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Covad
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About XO Communications

XO Communications is a leading provider of telecommunications services for businesses and communications service providers. XO services include local and long distance voice, dedicated Internet access, private networking, data transport, and Web hosting services as well as bundled voice and Internet solutions. XO is a proven leader in IP services, including the award-winning Voice over Internet Protocol (VoIP) services bundle, XOptions® Flex. For carriers and service providers, XO offers a full suite of wholesale services. XO provides these services over an advanced, national facilities-based IP network and serves more than 70 metropolitan markets across the United States.

For more information, visit www.xo.com or call 1.866.963.9696.