

cogent SUPPORT

Cogent prides itself on superior customer service. Our Customer Support Engineers are available to serve you 24x7x365 from our employee-staffed support centers in Atlanta, GA, Washington, DC, Herndon, VA, and Madrid, Spain.

Cogent Support Engineers are trained to assist with addressing all of your service AND technical issues. We are your trusted partner through the lifecycle of your service, from activation support and change activities to responding to service outages or impairments. We are your one stop shop within Cogent for post-install technical support activities.

How to engage Customer Support*

Preferred Method for All Customers:

eCogent Portal: <https://ecogent.cogentco.com> (details below)

Alternatives for U.S., Canada and Asia Pac:

Phone @ 877-7Cogent (877-726-4368) or 1-202-295-4368.

Email: Support@cogentco.com

Alternatives for Europe, Mexico and South America:

Phone: +49 692 998 9696 option 2

Email: EU-Support@Cogentco.com

eCogent

A *self-service one-stop* portal that puts you in the driver's seat, featuring:

- A global view of your orders and billing accounts
- Add/remove/update capabilities for your Administrative and Technical contacts
- Support ticket initiation for technical assistance, Billing Questions and Sales Inquiries
- A complete view of support tickets with up to the minute status information
- Scheduled and completed maintenance event information
- Domain Names Service (DNS) records update requests
- Access to online IP address and BGP request forms
- "Track My Order", shows the progress of the installation process, including your single point of contact at Cogent responsible for ensuring delivery of service.
- Access to signed contract documents.
- Account balance account transaction history for each circuit.
- eCogent User Guide: <https://ecogent.cogentco.com/pdf/eCogentUser-Combined.pdf>

To register or log into eCogent, please visit <http://ecogent.cogentco.com>. You will need a valid email address and any active Cogent Order ID/Service ID related to your Cogent account to register.

Keeping You Updated

We are committed to keeping you informed as your trouble ticket progresses toward resolution. Updates will be provided to the phone number and/or email address associated with your ticket. Additionally, ticket updates will be available for viewing in the eCogent portal, which is accessible 24x7x365. You also have the option to contact our Customer Support Team via phone or email for further assistance.

The eCogent portal offers the most convenient way to track the status of your ticket, review updates, and respond to ticket notes in real time.

Network Event Board:

Cogent backbone and operational system issues are reported in our Network Event Board at: <https://ecogent.cogentco.com/network-status>.

Getting to the Right Level

Escalation procedures have been established for notifying upper management of customer service and operational system problems. Please refer to the **Contact and Escalation Lists** provided by your Sales Associate.

<https://ecogent.cogentco.com/documentation/customersupport-na>

<https://ecogent.cogentco.com/documentation/customersupport-eu>

Scheduled Maintenance

Cogent will perform regularly scheduled maintenance on the Cogent Network during a standard maintenance window from 00:00 AM to 06:00 AM (local time of the Cogent Hub to which Customer's circuit is connected). Cogent will notify customers of scheduled maintenance at least two (2) business days in advance, via email to your **Technical** and **Outage Notification contacts** on file for the impacted order. The email will provide more detail regarding the anticipated duration of the maintenance.

In the event of unscheduled or emergency maintenance, Cogent will attempt to notify impacted customers via email as soon as we are aware of the immediate need for maintenance. Unscheduled or emergency maintenance is generally defined as maintenance necessary to prevent imminent network outages.

* Additional contact information, including local phone numbers, can be found on our website at <https://www.cogentco.com/customer-service>