

eCogent

A Quick Glance

eCogent is a customer portal through which you can access a host of information about your account and orders. You can register and access eCogent at any phase during your order's lifecycle. This Quick Glance document highlights some of the resources available in each Phase. Register with eCogent today to discover more!

PHASE I: Contracting

During the Contracting Phase, your order's contractual documents are being assembled by your sales representative. After registering in eCogent, you can access Cogent Technical Questionnaires and the Credit Application. Your sales representative will inform you which forms are required for the type of service you are ordering.

The screenshot shows the 'Credit Application' form in the eCogent portal. It includes fields for 'Customer Legal Name' (Acme), 'Order ID' (3-00111111), and 'Tax ID Number' (3-00111111). There are sections for 'D&B Listed' and 'D&B DUNS Number'. The main content area is titled 'Prepay Instructions' and provides details on how to bypass credit review. It also contains a 'Payment Address for Checks' section with contact information for Cogent Communications and 'ACH Instructions (US Only)' for SunTrust Bank.

The screenshot shows the 'IPv4 Questionnaire' form. It includes fields for 'Order ID' (3-00120204) and 'Above Contact Name'. There are sections for 'Above Phone' (Office and Mobile), 'Above Email', and 'Routing Type'. A 'Submit' button is located at the bottom right.

PHASE II: Service Provisioning

During the Service Provisioning Phase, your order has been accepted into Cogent's system and is ready to move through various stages ending ultimately with service installation. If you are a registered eCogent user, you can track your order progress real-time, 24 hours a day, 7 days a week. You can view your Target Installation Date and read more about what goes on behind the scenes in the provisioning of your service.

Timeline

- Credit Review**
 - Complete
 - Tell Me More
 - 2023-10-18
- Order Validation**
 - Complete
 - Tell Me More
 - 2023-10-18
- Coordinator Assignment**
 - Complete
 - Tell Me More
 - 2023-10-18
- Off-Net Bandwidth Provisioning**
 - Your order is in the Provisioning process.
 - Facilities Check
 - Site Survey
 - LEC-FOC Date
 - Tell Me More
- Service Installation**
 - Your target installation date is 2023-11-12

PHASE III: Active Service

During the Active Service Phase, your service is up and billable. If you are a registered eCogent user, you can view and manage your account with capabilities such as: view a list of all your orders, create new support requests, open, check the status and note technical tickets, view billing and payment information, update contact information, download your contract.

The screenshot shows the 'Orders' and 'Tickets' management interface. The 'Orders' section displays a table with columns for 'ACCOUNT #', 'ACCOUNT', 'ORDER ID OR SKU', 'Order ID', 'Network User Address', 'Product Code', 'Status', and 'Category'. A 'Tickets' dropdown menu is open, showing a list of tickets with columns for 'Ticket #', 'ORDER ID OR SKU', 'Ticket Area', 'Incident Type', and 'Subject'. The interface includes navigation tabs for 'Orders', 'Accounts', 'Questionnaires', 'Tech Support', and 'Contact Us'.

Ready to Register?

Go to www.cogentco.com and click on "customer login" in the upper right-hand corner. Register with your email address, and Order ID. If you experience any problems registering, contact your sales representative.

The banner features the eCogent logo and navigation menu. The main text reads: 'Cogent is an Internet Service Provider operating one of the largest fiber-optic networks, solely built for Internet traffic.' Below this, it states: 'Cogent Closes Acquisition of T-Mobile's Wireline Business'. A 'CONTACT US' button is visible in the top right corner.