eCogent
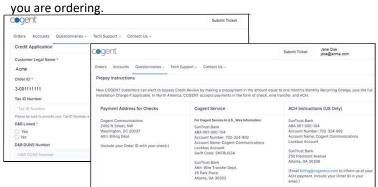## *A Quick Glance*

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.
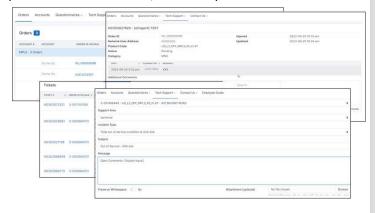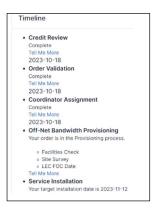

PHASE II: Service Provisioning

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.

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.

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.