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Section 1  Overview

Thank you for choosing Cogent Communications as your Internet Service Provider. eCogent is a customer portal through which you can access a host of information about your account and orders.

1. Home: Account and order overview
2. Questionnaires: Technical questionnaires (IPv4, IPv6, BGP) and credit application
3. Tech Support: Open a new ticket; view open tickets
4. Billing / Payments: View invoices and transaction history; update billing address
5. Contact Us / FAQs: Cogent contact information by location

1.1 User Activation

eCogent is a secure website. Due to the sensitivity of the information contained in this site, a user must be listed as a contact on a Cogent order. New contacts can be added by the Primary Technical or Primary Administrative contact. Newly added contacts must then register at https://eCogent.cogentco.com/eCogent. See Home for more details.

1.2 User Registration

To register, new users must input the following information: First Name, Last Name, Email, Order ID. Your Order ID can be found in the following places:
1. Cogent Welcome Email (received upon service installation)
2. Cogent Invoices
   - US/CA/MX/AP: The Order ID is under Current Charges section of invoice.
   - EU: Order ID is listed as the Site ID.
   - Note: If you are having issues registering or logging into eCogent, please contact Customer Support

Section 2  Home

2.1  Account Overview

Your eCogent home page contains a high level view of all billing accounts and orders. Accounts and orders are sorted by Order Status (active, pending, cancelled). Click on Account # to view more detailed account information. Click on Order ID to view more detailed order information.

![Account Overview Screenshot]

2.2  Account Details

To view the details of an account, click an Account #. For more information on viewing account details, see Account Billing.

2.3  Order Details

To view the details of an order, click an Order ID. This page displays Order Details, Service Address, Order Contacts, Cogent Contacts, IP Engineering, Help-Desk Tickets and a link to download a copy of your contract if available.

The Order Contacts section lists all the authorized contacts for the given order. Primary Technical and Primary Administrative contacts can add or edit contact information in this section.

The IP Engineering section contains Router Port, IP and BGP information.
The Help-Desk Tickets section lists a summary of any and all tickets submitted.

2.4 Add Contacts to Order (For Primary Contacts Only)

On the Order Details page, Primary Technical and Primary Administrative contacts can add new contacts to the order.

To add a new contact:
1. Click “Add Contact to Order”.
2. Enter First Name, Last Name, and Email. Select a Contact Type.
3. Click “Add New Contact”.

2.5 Editing Order Contacts

Primary contacts can also update the information for other contacts listed on the order. To update information, click on a Contact ID.

2.5.1 Personal Information

To update an email address, phone number or name, see My Contact Info.

2.5.2 Order Information

2.5.2.1 Remove Contact from Order

To remove a contact:
1. Click “Remove Contact from Order”.

Order Details

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Billing Account Number</th>
<th>CDR (Mbps)</th>
<th>Order Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>US_L3_ON_FE_FLAT</td>
<td>100.0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Install Fee</td>
<td>Monthly Fee</td>
<td>Burst Price / Meg</td>
<td>Burst Billing Rate</td>
</tr>
<tr>
<td>1008.0</td>
<td>1000.0</td>
<td>0.0</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Acceptance Date</td>
<td>Cancellation Date</td>
<td></td>
</tr>
</tbody>
</table>

Service Address

<table>
<thead>
<tr>
<th>Site A Address</th>
<th>Street</th>
<th>City</th>
<th>State</th>
<th>Postal Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1015 31st NW</td>
<td>Washington</td>
<td>DC</td>
<td>20007</td>
</tr>
</tbody>
</table>

Order Contacts

<table>
<thead>
<tr>
<th>Contact ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>75693</td>
<td>Mitch</td>
<td>McKenna</td>
<td>Primary Email: <a href="mailto:mmckenna@cogentco.com">mmckenna@cogentco.com</a></td>
</tr>
</tbody>
</table>

Add Contact to Order
2. Click “Yes” to confirm removal.

2.5.2.2 Update Contact Type

To update a contact type:

The primary will be presented with a list of all contact types associated with this contact. From here a primary can add a new contact type, update, or remove an existing contact type.

To add a contact type:
1. Click Add Contact Type button
2. Select appropriate contact type description
3. Click submit

To update a contact type:
1. Update the select box of incorrect contact type
2. Click Update Contact Types

To remove a contact type:
1. Click Remove Contact Types button
2. Check all contact types to be deleted
3. Click submit

2.6 Track My Order

When an order is in the provisioning stage, a Track My Order hyperlink is displayed in the account home page under Order Status. This page tracks real-time progress toward service installation and includes milestones such as Order Validation, Credit Review, Coordinator Assignment and Provisioning. You can view an order’s Target Installation Date and even request a change to the date. Tell Me More hyperlinks describe what goes on behind the scenes during each stage.
Section 3  Questionnaires

3.1  Technical Questionnaires

Cogent efficiently allocates IP addresses to customers based primarily on RFC2050, RFC3177 and the ARIN and RIPE guidelines. Cogent encourages and supports customers who require global address space for their networks; however, it will examine all requests for address space with care to validate the use of the IP numbers that are allocated. Cogent must answer to ARIN/RIPE for their allocations and demonstrate efficient utilization. As a result, customers are required to provide the same information to Cogent that Cogent provides to the ARIN/RIPE. Customers demonstrate efficient usage of IP addresses by filling out an IP Questionnaire to document their needs. This document shows, in detail, their plan for using IP addresses over the next 3 to 12 months.

Depending on your IP addressing needs, completing a Questionnaire can take anywhere from 2 to 20 minutes. Typically, larger requests require more information and result in a longer Questionnaire.

A Sales Engineer or Customer Support can provide guidance and answer questions. If you require assistance, email IPQHelp@cogentco.com if your service has not yet installed or contact Customer Support if your service is up and running.

3.2  Credit Application

Extending credit to companies is an essential part of business. New customers may be required to complete a Credit Application. The requirement to complete a Credit Application is based on the type and location of the service ordered.
Section 4  Tech Support

4.1  Technical Tickets

In this section, a list of tickets is displayed by the date in which they were opened. Information displayed includes Ticket Number, Order ID, Summary, Created Date, Status and Category. The content of this section is updated hourly.

4.2  My DNS Zones – eCogent DNS Module

My DNS Zones is comprised of 3 sections:

1. List Forward Zones – List all forward zones that belong to an active customer’s Billing account.
2. List All Zones – List all forward and reverse zones that belong to an active customer’s Billing account.
3. Documentation – Links and documents to assist you with using the DNS module.

4.2.1 Creating New Zones

To create a new zone, users will need to contact Customer Support. Users can create sub domains through the eCogent interface. They can do so by editing the top level zone.

4.2.2 Editing Zones

4.2.2.1 Zone Lists

To find a zone, users have several options:

- List All Forward Zones shows all active zones that are associated to the Cogent customer’s accounts which represent a forward domain name and its records.
- List All Zones shows all active zones that are associated to the Cogent customer’s accounts.

4.2.2.2 Editing Primary Zones

4.2.2.2.1 Home

From this view, users can see a summary of who owns the zone and the associated records. Users can also update their account association and the TTL of the zone.
4.2.2.2  Add Records

Users have two options for entering in Zone Records. The option to be discussed in this section is Add Records.

Users are presented with several form fields in which they can enter zone record data. Once the data is submitted the information is checked against rules and then, if it passes, is submitted to the database. For a list of rules, see Zone/Record/Master Creation Rules.

4.2.2.3  Add Records by File Upload

Users can also add records by uploading a snippet of a zone file. SOA and NS records will be ignored.

Users are presented with a text box in which they can enter zone record data. Once the data is submitted the information is checked against rules and then, if it passes, is submitted to the database. For a list of rules, see Zone/Record/Master Creation Rules.

4.2.2.4  Editing Records

To edit a zone record, users can either edit all zone records or edit an individual record. There is a 100 record limit on the edit all records option. If the record amount exceeds 100, the link to edit all records is removed from the page.

Users are presented with several form fields in which they can update zone record data. Once the data is submitted the information is checked against rules and then if it passes is submitted to the database. For a list of rules, see Zone/Record/Master Creation Rules.

4.2.2.5  Adding Sub Domains

To create a sub domain, users will be required to enter the name of the sub domain and the zone type. The account number is already supplied. Users have the option of delegating the sub domain to another name server. To do this, users need to just check the box “Specify Different server(s)”.

To delegate to another server, users are required to enter at least one name server and IP address of the name server.
Once the data is submitted the information is checked against rules and then, if it passes, is submitted to the database. For a list of rules, see Zone/Record/Master Creation Rules.

4.2.2.2.6 Preview Zone File

Users can view a copy of the zone file that will be generated for the next zone transfer.

4.2.2.3 Secondary Zones

4.2.2.3.1 Home

From this view, users can see a summary of who owns the zone and the associated master IP addresses. Users can also update their account association and the TTL of the zone.

Users are presented with several form fields in which they can enter zone master data. Once the data is submitted the information is checked against rules and then if it passes is submitted to the database. For a list of rules, see Zone/Record/Master Creation Rules.

4.2.2.3.2 Edit Masters

To edit a zone masters users can either edit all zone masters or edit an individual master IP address. There is a 100 master limit on the edit all masters option. If master IP address amount exceeds 100, the link to edit all masters is removed from the page.

Users are presented with several form fields in which they can enter zone master IP Address data. Once the data is submitted the information is checked against rules and then if it passes is submitted to the database. For a list of rules, see Zone/Record/Master Creation Rules.

4.2.2.3.3 Add Masters

Users are presented with several form fields in which they can enter zone master data. Once the data is submitted the information is checked against rules and then if it passes is submitted to the database. For a list of rules, see Zone/Record/Master Creation Rules.
Section 5  Billing

5.1  Summary of Accounts

The Billing / Payments link provides a condensed view of billing accounts associated with a user.

5.2  Account Billing

Click on a Customer Billing ID to view more detailed information including Billing Address, Last Invoice Date, Last Invoice Amount and Current Balance. A Transaction History of invoices, payments and credits is also displayed. This section is updated nightly. The most recent transaction will appear on the day after submission.
5.3 Update Billing Address

Primary contacts can update billing contact information. Select Update Billing Address next to the current Billing Address. From there, enter a new billing address or phone numbers. This section is updated nightly. Most recent transaction will appear on the day after submission.

Section 6 Contact Us / FAQs

Visit Contact Us / FAQs for information on contacting Cogent. First select a country/region. Sales, Service Delivery, Abuse, Customer Service, and Billing contact information for that country/region will display.
6.1 Frequently Asked Question (FAQs)

Also displayed is the Frequently Asked Question (FAQs) for the selected country/region.

Section 7 My Account Menu

7.1 My Contact Info

Users can update their own contact information by selecting “my contact info” in the menu bar. Edit options for Personal and Security Information are displayed.
7.1.1 Personal Information

7.1.1.1 Update Phone Numbers

Users can manage their phone numbers from the Update Phone Numbers link.

A list of all phone numbers associated with the user is displayed. From here a user can add a new phone number. Also, phone numbers can be updated and removed.

To add a phone number:
1. Click Add Phone Number
2. Select the phone number description
3. Enter phone number in text field
4. Click Submit New Method

To update a phone number:
1. Edit the information displayed in the text field
2. Click Update Phone Numbers

To remove a phone number:
1. Click Remove Phone Numbers
2. Check listings to be deleted
3. Click Remove Phone Numbers

7.1.1.2 Update Email Addresses

Users can manage their email addresses from the Update Email Addresses link.

A user can specify a method of notification in case of an outage or for surveys. Users can also update, add or remove existing email addresses.

To add an email address:
1. Click Add Email Address
2. Select email description
3. Enter email address in text field
4. Click Submit New Method

To update how the user is notified:
1. In the dropdown box, select the appropriate email address
2. Click Update Notification Methods

To remove an email address:
1. Click Remove Email Addresses
2. Select email address to be deleted
3. Click Submit

7.1.1.3 Opt In/Out of Surveys and Non-Emergency Emails

To receive or to stop receiving surveys and other non-emergency communication from Cogent, click Opt In/Out of Surveys and Non-Emergency Emails. Click Yes to confirm.
7.1.2 Security

Also in the my contact info section is the ability to update security questions and your password.

7.1.2.1 Reset Passwords

Passwords should follow the guidelines listed below
- Password should contain 6 – 10 characters!
- Password should contain at least one Special Character!
- [! @ $ % ^ & * ( ) ]
- Password should contain at least one Numeric Character!
- Password should contain at least one Uppercase Letter!
- Password should contain at least one Lowercase Letter!

7.1.2.2 Reset Security Questions

In the case of a forgotten password, a user can contact Customer Support for assistance.

My contact info includes a link to change the answers to security questions.

7.2 Submit Ticket

In Contact Us / FAQs, users can submit Billing, Technical and Sales tickets for assistance.

7.3 Suggestions

To send questions or comments regarding eCogent, use the form in the suggestions box link.
Please Help Us Improve eCogent.

Your suggestions are very important to us.
If you would like to make a suggestion about eCogent, please use the form below.

Click to Submit Your Suggestion
Section 8  Appendices

8.1  Appendix A – Customer Support Information

For Germany / United Kingdom / Ireland / Denmark / Sweden / Norway / Austria / Switzerland / Czech Republic / Slovakia / Hungary / Romania:
Hotline: +49 69 2998 9696
Fax: +49 69 2998 9654
E-mail: de-support@cogentco.com.

Alternative hotline (in the UK): 0 800 877 8005
Email: uk-support@cogentco.com.

For France / Benelux:
Hotline: +33 1 49 03 1818
Fax: +33 1 49 03 1803
Email: fr-support@cogentco.com
Email: bnl-support@cogentco.com

For Spain / Portugal / Italy:
Hotline: +34 91 102 2501
Mobile: +34 699 44 8200
Fax: +34 91 102 2508
Email: es-support@cogentco.com

For United States / Canada/Mexico/Asia-Pacific:
HOTLINE: +1-877-7COGENT or +1-202-295-4385
Fax: +1-202-295-9061
Email: support@cogentco.com
8.2 Appendix B – DNS Glossary

A Record – An A record or address record maps a hostname to a 32-bit IPv4 address.

CNAME Record – A CNAME record or canonical name record is an alias of one name to another. The A record to which the alias points can be either local or remote.

Domain Information Groper (DIG) – A network tool that queries DNS name servers. It can be used to simulate a DNS resolver or a name server.

LOC Record – A LOC record (RFC 1876) is a means for expressing geographic location information for a domain name.

Master IP Address

MX Record – An MX record or mail exchange record maps a domain name to a list of mail exchange servers for that domain.

NS Record – An NS record or name server record maps a domain name to a list of DNS servers authoritative for that domain.

Primary Zone – A zone in which the data is stored on this server.

PTR Record – A PTR record or pointer record maps an IPv4 address to the canonical name for that host.

Request for Comments (RFC) documents are a series of memoranda encompassing new research, innovations, and methodologies applicable to Internet technologies.

Top-Level Domain (TLD) – is the last part of an Internet domain name; that is, the letters which follow the final dot of any domain name.

Time to Live (TTL) – A limit on the period of time or number of iterations or transmissions in computer and computer network technology that a unit of data can experience before it should be discarded.

TXT Record – A TXT Record was originally intended to carry arbitrary human-readable text in a DNS record. Since the early 1990s, however, this record is more often used to carry machine-readable data.

Secondary Zone – A zone in which the data is pulled from a master server.

SOA Record - An SOA record or start of authority record specifies the DNS server providing authoritative information about an Internet domain, the email of the domain administrator, the domain serial number, and several timers relating to refreshing the zone.

SRV Record – An SRV record is a generalized service location record.
Sub Domain – A sub domain is a domain that is part of a larger domain.

WHOIS – A TCP-based query/response protocol which is widely used for querying an official database in order to determine the owner of a domain name, an IP address, or an autonomous system number on the Internet.

Zone – A reasonable definition of a zone would be a portion of the DNS namespace where responsibility has been delegated.
8.3 Appendix C - Zone/Record/Masters Creation Rules

Zone Creation
Zone Name should consist of the following:
Needs an ending period
Cannot have two consecutive periods
Cannot contain spaces
Cannot start with a hyphen
Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
Zone name cannot equal a CNAME of another Zone
Zone name cannot equal another Zone name
Zone name has to end with a valid TLD
Reverse Zone names need to end in .in-addr.arpa.

Record Creation
A Records
Record Name should consist of the following:
Needs an ending period
Cannot have two consecutive periods
Cannot contain spaces
Cannot start with a hyphen
Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
Record Data should consist of the following
Cannot have two consecutive periods
Cannot contain spaces
Cannot start with a hyphen
Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
Record Data must be a valid IP address

CNAME Record
Record Name should consist of the following:
Needs an ending period
Cannot have two consecutive periods
Cannot contain spaces
Cannot start with a hyphen
Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
Record Data should consist of the following
Cannot have two consecutive periods
Cannot contain spaces
Cannot start with a hyphen
Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
Record Name cannot equal data
Name cannot equal an A record name
PTR Record
Record Name should consist of the following:
- Needs an ending period
- Cannot have two consecutive periods
- Cannot contain spaces
- Cannot start with a hyphen
- Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
Record Data should consist of the following:
- Cannot have two consecutive periods
- Cannot contain spaces
- Cannot start with a hyphen
- Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
Record Name must be a valid IP address

MX Record
- Record must contain a preference
- Record Preference needs to be in integer format
- Record Name cannot be a CNAME
- Record Data cannot be an IP address
- Record Name should consist of the following:
  - Cannot have two consecutive periods
  - Cannot contain spaces
  - Cannot start with a hyphen
  - Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens
- Record Data should consist of the following:
  - Cannot have two consecutive periods
  - Cannot contain spaces
  - Cannot start with a hyphen
  - Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

TXT Record
- Record Name should consist of the following:
  - Needs an ending period
  - Cannot have two consecutive periods
  - Cannot contain spaces
  - Cannot start with a hyphen
  - Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

SRV Record
- Record Name should consist of the following:
  - Needs an ending period
  - Cannot have two consecutive periods
  - Cannot contain spaces
  - Cannot start with a hyphen
  - Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens