



## **NCR Selected by Cogent to Maintain Optical Equipment; Nationwide Deal Covers Maintenance At Over 500 U.S. Locations**

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DAYTON, Ohio--(BUSINESS WIRE)--Nov. 18, 2002--Cogent Communications (AMEX:COI), a leading all-optical Internet service provider (ISP), has selected NCR Corporation (NYSE:NCR) to provide support services for its Cisco-based network of optical routing and switching equipment.

The nationwide deal covers over 500 Cogent facilities and customer locations throughout the United States.

Cogent selected NCR because of its expertise in supporting Cisco technologies and its ability to provide short-response coverage around the clock for all of Cogent's major-market and long-haul facilities.

"Cogent has one of the most aggressive service-level agreements in the industry, and therefore it is essential that we have a partner like NCR who can respond instantly to any problem we encounter, providing the maximum uptime for our optical backbone," said Dave Schaeffer, chief executive officer of Cogent Communications. "We use Cisco's latest optical technology throughout our network, and we need a service partner with broad service coverage and proven expertise with the latest Cisco optical equipment. We believe NCR fits that need."

NCR is a member of Cisco's Advanced Technology Provider program for optical networking enabling it to help global enterprises design, implement and support network solutions based on Cisco technologies.

"We're thrilled to help Cogent maintain their world-class technology infrastructure," said Todd Bollenbacher, vice president of Americas Customer Services for NCR Corporation. "We continue to invest in optical technology training to ensure our consultants and engineers have the top-notch skills to support our base of telecommunications and ISP customers."

NCR provides IT infrastructure services to over 50 global and regional telecommunications companies and ISPs, who rely on NCR's ability to provide service delivery excellence to almost anywhere in the world.

Cogent will utilize NCR @ Your Service(TM) to support its service operations. The unique online support portal provides real-time services intelligence for reduced resolution time and improved visibility to all service-related issues.

### About Cogent Communications

Cogent Communications (AMEX:COI) is a Tier 1, facilities based, all-optical ISP focused on delivering ultra-high speed Internet access and transport services to businesses in the multi-tenant marketplace and to service providers located in major metropolitan areas across the United States. Cogent's network consists of a dedicated nationwide multiple OC-192 fiber backbone, multiple intra-city OC-48 fiber rings, and optically-interfaced high-speed routers. Cogent has been recognized as the first IP+Optical Cisco Powered Network (CPN). Cogent acquired the U.S. operations of PSINet and is now servicing over 30 metropolitan markets with services ranging from T1 and T3, to 100 Mbps and 1,000 Mbps Internet connectivity and transport services. For more information, visit [www.cogentco.com](http://www.cogentco.com).

### About NCR Corporation

NCR Corporation (NYSE:NCR) is a leading global technology company helping businesses build stronger relationships with their customers. NCR's ATMs, retail systems, Teradata(R) data warehouses and IT services provide Relationship Technology(TM) solutions that maximize the value of customer interactions. Based in Dayton, Ohio, NCR ([www.ncr.com](http://www.ncr.com)) employs approximately 30,500 people worldwide.

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