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**COGENT COMMUNICATIONS RECEIVES COVETED PILOTHOUSE AWARD  
FOR BEST CUSTOMER SERVICE AMONG CARRIERS**

WASHINGTON, D.C. April 15, 2008 – Cogent Communications Group, Inc. (NASDAQ: CCOI), one of the largest Ethernet Internet service providers in the world, today announced that Cogent has received the PilotHouse award for Best Customer Service from Nemertes Research, a leading industry analyst firm.

Nemertes received over approximately 1,000 ratings from companies that purchase Internet service from one or more carriers. Among emerging carriers, Cogent was the top provider of customer service.

“Customers around the world tell us that network quality, customer support, and price are the most important factors in their decision to select ... and then stay with ... an Internet service provider,” said Cogent’s President & Chief Operating Officer, Reed Harrison. “Driven by these customer priorities, Cogent designed and implemented its unique network and customer support capability to give our customers excellent network performance and excellent customer service. And most importantly, our team does a great job of using these capabilities to do our very best for every customer, every day.”

“The success of Cogent’s customer service efforts can be traced to our simplified product set and our uniform network architecture and information systems. This enables our support team to have comprehensive knowledge on all aspects of our network, product capabilities, and each customer,” said Dave Schaeffer, CEO Cogent Communications. “Receiving this customer service award from Nemertes provides third party validation that there is no correlation between low pricing and quality of service, contrary to the claims our competitors like to make.”

## **About Cogent Communications**

Cogent Communications (NASDAQ: CCOI) is a multinational, Tier 1 facilities-based ISP, operating one of the largest capacity IP networks in existence with lit capacities ranging from 80 to 180 Gigabits per second. Cogent specializes in providing businesses with high speed Internet access and point-to-point transport services. Cogent's facilities-based, all-optical IP network backbone provides IP services in over 100 markets located in North America and Europe.

Since Cogent's inception, Cogent has unleashed the benefits of IP technology, building one of the largest and highest capacity IP networks in existence. This network enables Cogent to offer large bandwidth connections at highly competitive prices. Cogent Communications is headquartered at 1015 31st Street, NW, Washington, D.C. 20007. For more information, visit [www.cogentco.com](http://www.cogentco.com). Cogent Communications can be reached in the United States at (202) 295-4200 or via email at [info@cogentco.com](mailto:info@cogentco.com).

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*Information in this release may involve expectations, beliefs, plans, intentions or strategies regarding the future. These forward-looking statements involve risks and uncertainties. All forward-looking statements included in this release are based upon information available to Cogent Communications Group, Inc. as of the date of the release, and we assume no obligation to update any such forward-looking statement. The statements in this release are not guarantees of future performance and actual results could differ materially from our current expectations. Numerous factors could cause or contribute to such differences. Some of the factors and risks associated with our business are discussed in Cogent's registration statements filed with the Securities and Exchange Commission and in its other reports filed from time to time with the SEC.*

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