

Welcome to a New Frontier In Customer Service, How Can We Help You?

Cogeco Data sets new industry standard with three-hour Service Level Agreement

TORONTO, Sept. 21 - According to a recent Angus Reid Omnibus Survey, 45 per cent of respondents who subscribe to technology services say that they rarely or never receive good news and/or offers with no strings attached from their providers. However, Cogeco Data Services, a full services data communications provider, is pleased to announce further improvements to their already industry leading Service Level Agreements (SLA). Effective September 1, 2010, Cogeco Data's 4 Hour Mean Time to Restore (MTTR) has been further reduced and changed to a 3 Hour Time to Restore (TTR), for all new and existing Enterprise Metro LAN and Managed Wavelength customers with no strings attached.

"The value that Cogeco Data Services brings to our customers is peace of mind because they know that we will deliver the reliability that they need to run their businesses," said Tony Ciciretto, President of Cogeco Data Services. "Our entire business is built on that concept. Our customers know we will take care of them."

With a 95 per cent customer satisfaction rate and close to 100 per cent customer retention rate, the new SLAs signal another step in Cogeco Data Services' redefining customer service in the telecommunications industry.

Rather than working with averages, the new 3 Hour TTR is a guarantee based on the actual time it will take to have an issue resolved. As before - if an issue is reported, Cogeco Data's technicians will immediately begin resolving the problem and notify the customer the moment the service has been restored - but now this is all backed by an SLA that guarantees three hours or Cogeco Data credits the customer.

"In this highly competitive market, customer service and responsiveness are what defines leaders," added Ciciretto. "Prices and products may win the customer, but at the end of the day, setting the bar higher is what keeps them."



About the Survey

The Cogeco Data Services customer service survey was conducted between September 1 and September 2, 2010 using Angus Reid's Vision Critical survey process. It was completed with 1,007 Canadian adults aged 18 and over.

About Cogeco Data Services

With its suite of connectivity and managed services (Ethernet MetroLAN, Managed Wavelengths, Dedicated Internet, Co-location, Storage, Backup and Business Continuity), Cogeco Data Services supplies its customers with the fast, reliable and secure ability to access, manage, move and store large amounts of data worldwide. The Company's wholly-owned, redundant network is all-optical, and offers near limitless bandwidth with services that scale to meet the needs of some of Canada's largest companies and public sector organizations. The company's One Zone wireless service, rated the fastest Wi-Fi service in North America by Novarum Research, is a consumer service located within a six square kilometre area of downtown Toronto. The network is designed to promote user mobility and is ideal for users who want Internet access on the go. www.onezone.ca

For more information about Cogeco Data Services, a wholly-owned subsidiary of Cogeco Cable Inc., visit www.cogecodata.com.

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