Modem/Wireless Gateway Compatibility / Customer Owned Device Guidelines

Up to 1.2Mbps Customers
We strongly recommend you lease a WOW! Modem as they have been tested and certified in WOW! labs to confirm their ability to deliver the internet speeds we provide.

Should you choose to use your own modem/wireless gateway, we recommend a DOCSIS 3.1 to provide you with the best experience and allow WOW! to operate a more efficient network. You alone are responsible for ensuring that your modem or gateway: (i) is compatible with the WOW! Internet service and is permitted for use on our network* and (ii) is capable of delivering the Internet speed to which you subscribe. Only WOW!-provided equipment is supported by our technicians and customer support. If you obtain your modem or gateway from a non-WOW! source, you will be responsible for troubleshooting device-related issues using the manufacturer's user manual and/or support. Make sure you purchase your modem from a reputable manufacturer.

Please use the chart below as a general guideline to determine what type of modems/wireless gateway you should use based on the WOW! Internet speed to which you subscribe. Note that the maximum Internet speeds you can achieve depends upon a number of factors, including the DOCSIS version of your modem and the WOW! Internet package to which you subscribe. Often, if you have an older modem, you can improve your Internet experience by upgrading to a new one. Upgrading your equipment may be necessary when we increase speeds. When selecting a modem, consider things such as current and future speeds, your business configuration, and the number of users and devices in your business. We also recommend that you stay aware of new developments in technology to better understand when replacing your retail device may be necessary.

DOCSIS*	Channel	WOW! Internet Speed**	
3.0	24x8 & 32x8	600Mbps	Minimum requirement
3.1	Any	1000Mbps	Recommended
3.1	32x8 with 2.5GbE Port	1200Mbps	Required

Important:
- A WOW! Advanced Modem/EMTA (or Fiber Terminal in fiber areas) is required for WOW! Phone Service.. Current monthly lease rates apply.
- A WOW! Fiber Terminal is required for WOW! Business Premium Fiber service in applicable markets. Customer owned Fiber Terminals are not permitted.

*There may currently be some older DOCSIS 3.0 and DOCISIS 2.0 modems/wireless gateways on our network depending on the service start date. However, going forward WOW! will not allow any additional DOCSIS 3.0 4x4 channel or 8x4 channel or DOCSIS 2.0 or older modems/wireless gateways on our network. We encourage you to promptly contact WOW! Business customer service if you have any concerns about your modem performance or speed capabilities, whether the modem is supplied by you or by WOW!.

** WOW! provisions its modems to achieve the speed that you subscribe to from WOW!. The speeds offered by WOW! are maximum "wired" speeds. Maximum speed for modems/wireless gateways purchased from a third party are provided by the manufacturer and are not guaranteed by WOW!. THERE ARE MANY FACTORS THAT AFFECT INTERNET SPEED AND OTHER INTERNET PERFORMANCE METRICS THAT ARE NOT WITHIN OUR CONTROL INCLUDING, WITHOUT LIMITATION: LIMITATIONS OF YOUR EQUIPMENT OR OTHER THIRD PARTY EQUIPMENT, SUCH AS COMPUTERS, ROUTERS AND FIBER TERMINALS; THE NUMBER OF WORKSTATIONS OR PORTS USING A SINGLE CONNECTION; THE NUMBER OF USERS/DEVICES; TECHNICAL LIMITS OF ETHERNET PORTS (I.E. WHEN USING A 1GBPS ETHERNET PORT, YOUR ACTUAL SPEED TO A SINGLE DEVICE WILL GENERALLY BE UP TO 940MBPS OVER A HARDWIRED CONNECTION); THE TYPE OF CONNECTION BETWEEN YOUR COMPUTER AND MODEM OR FIBER TERMINAL (WIRED VS WIRELESS); AND OTHER FACTORS OUTSIDE OF WOW!'s CONTROL. Wireless speeds may be further restricted, depending upon the capability of your wireless router and other factors. WiFi connection speeds are also subject to limitation of WiFi network protocols and the capability of the device on the network. WOW! uses equipment that can support wireless and wired speeds that vary depending on the specific device type and other operating conditions. We provide these guidelines to you to help you ascertain the speeds that certain types of modems/wireless gateways could potentially reach on our network. It is your responsibility to supply a modem/wireless gateway that is appropriate to the Internet service you purchase from us.