

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 are solely responsible for ensuring that your modem or gateway: (i) is compatible with WOW! Internet service and is permitted for use on the WOW! network* and (ii) is capable of delivering the Internet speed to which you subscribe. Actual speeds may vary depending on a number of factors, including your modem capabilities, your home network configuration, and service package. When selecting a modem, consider your current and future Internet needs, home configuration, and the number of connected users and devices in your household. 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.

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! Optical Network Terminal (ONT) is required for WOW! Internet service in Fiber to the Home (FTTH) areas. Customer owned devices are not permitted.
- A WOW! Fiber Terminal is required for WOW! fiber Internet service in applicable markets. Customer owned devices are not permitted.

*WOW! recommends DOCSIS 3.1 modems/wireless gateways for the best experience on our network. While DOCSIS 3.0 modems/wireless gateways may still function on the WOW! network, those devices may not support the full capabilities of the network and could experience reduced performance compared to DOCSIS 3.1 equipment. As WOW! continues to enhance and upgrade its network, DOCSIS 3.0 modems/wireless gateways may eventually no longer be supported. We encourage you to promptly contact WOW! 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.

Updated July __ 2026