



Modem Compatibility / Customer Owned Modem Guidelines

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, it is solely your responsibility to ensure that it is capable of delivering the internet speed to which you subscribe. Make sure you purchase your modem from a reputable manufacturer.

Please use the chart below as a general guideline to determine what speeds certain types of modems could potentially reach on our network.

DOCSIS*	Channel	Up to Speed**
3.0	4x4	100Mbps
3.0	8x4 & 16x4	200Mbps
3.0	24x8 & 32x8	600Mbps
3.1		1000Mbps

Important: For WOW! Phone Service, a WOW! Advance Modem is required. Currently monthly lease rates apply.

*There may currently be some older DOCSIS 2.0 modems on our network depending on the service start date. However, going forward WOW! will not allow any additional DOCSIS 2.0 or older modems on our network.

**These are wired “up to” speeds provided by the modem manufacturer and are not guaranteed by WOW! Actual speed is influenced by many factors, some of which are outside of WOW!’s control such as limits of devices and equipment, number of users or devices, and use of wireless routers. Wireless speeds may be further restricted, depending upon the capability of your wireless router and other factors. We provide these guidelines to you to help you ascertain the speeds that certain types of modems could potentially reach on our network. It is your responsibility to supply a modem that is appropriate to the Internet service you purchase from us.