



Modem/Wireless Gateway Compatibility / Customer Owned Device 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/wireless gateway, we recommend a DOCSIS 3.1. It is solely your responsibility to ensure that your modem is capable of delivering the internet speed to which you subscribe. Make sure you purchase your modem from a reputable manufacturer.

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

DOCSIS*	Channel	Up to Speed**	
3.0	24x8 & 32x8	600Mbps	Minimum requirement
3.1	Any	1000Mbps	Recommended

Important: For WOW! Phone Service, a WOW! Advanced Modem/EMTA is required. Current monthly lease rates apply.

*There may currently be some older DOCSIS 3.0 and DOCSIS 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.

**These are wired “up to” speeds provided by the modem/wireless gateway 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/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.