

Modem Compatibility / Customer Owned Modem Guidelines

We strongly recommend you lease a Broadstripe Modem as they have been tested and certified in Broadstripe 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	24x8 & 32x8	600Mbps
3.1		1000Mbps

Important: For Broadstripe Phone Service, a Broadstripe Advanced Modem is required. Current monthly lease rates apply.

*There may currently be some older DOCSIS 3.0 and DOCSIS 2.0 modems on our network depending on the service start date. However, going forward Broadstripe will not allow any additional DOCSIS 3.0 4x4 channel or 8x4 channel or 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 Broadstripe. Actual speed is influenced by many factors, some of which are outside of Broadstripe’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.