

## Equipment approved for use on the Breezeline network

Breezeline customers are strongly encouraged to use an approved modem or gateway to connect to the Breezeline network. These devices have been thoroughly tested by Breezeline to ensure they will deliver the most reliable experience based on their performance and compatibility with the Breezeline network.

### Approved Equipment

The equipment listed below has been tested and verified for compatibility with the Breezeline network. Please note that only Breezeline-provided equipment qualifies for remote and in-home technical support. Breezeline Voice customers may only use equipment leased from Breezeline.

| Device Type                                   | DOCSIS version | Brand       | Model    | Download Speed (max) | Upload Speed (max) |
|-----------------------------------------------|----------------|-------------|----------|----------------------|--------------------|
| Modem <sup>1</sup>                            | 3.1 High-Split | Netgear     | CM3000   | 2.5 Gbps             | 500 Mbps           |
| Modem <sup>1</sup>                            | 3.1 Mid-Split  | Netgear     | CM1000v2 | 1 Gbps               | 200 Mbps           |
|                                               |                |             | CM1100   |                      |                    |
|                                               |                |             | CM1200   |                      |                    |
|                                               |                |             | CM2000   |                      |                    |
|                                               |                | Motorola    | MB8600   |                      |                    |
|                                               |                |             | MB8611   |                      |                    |
|                                               |                | Arris       | SB8200   |                      |                    |
|                                               |                |             | SB8200v3 |                      |                    |
|                                               |                |             | S33      |                      |                    |
|                                               |                | Hitron      | CODA     |                      |                    |
|                                               |                |             | CODA56   |                      |                    |
|                                               |                | Technicolor | TC4400   |                      |                    |
| Gateway <sup>1</sup><br>(Modem + WiFi Router) | 3.1 Mid-Split  | Arris       | SBG8300  | 1 Gbps               | 200 Mbps           |
|                                               |                |             | G34      |                      |                    |
|                                               |                |             | G36      |                      |                    |
|                                               |                |             | G54      |                      |                    |
|                                               |                | Netgear     | CAX30    |                      |                    |
|                                               |                |             | CAX80    |                      |                    |
|                                               |                |             | CBR750   |                      |                    |
|                                               |                |             | C7800    |                      |                    |
|                                               |                | Motorola    | MG8702   |                      |                    |
|                                               |                |             |          |                      |                    |

<sup>1</sup> **Breezeline WiFi+** is exclusively available to internet customers using equipment provided by Breezeline.

**Note:** Breezeline is not able to provide firmware updates for device models that are not on the Approved list. Many of them are no longer supported by the manufacturer.

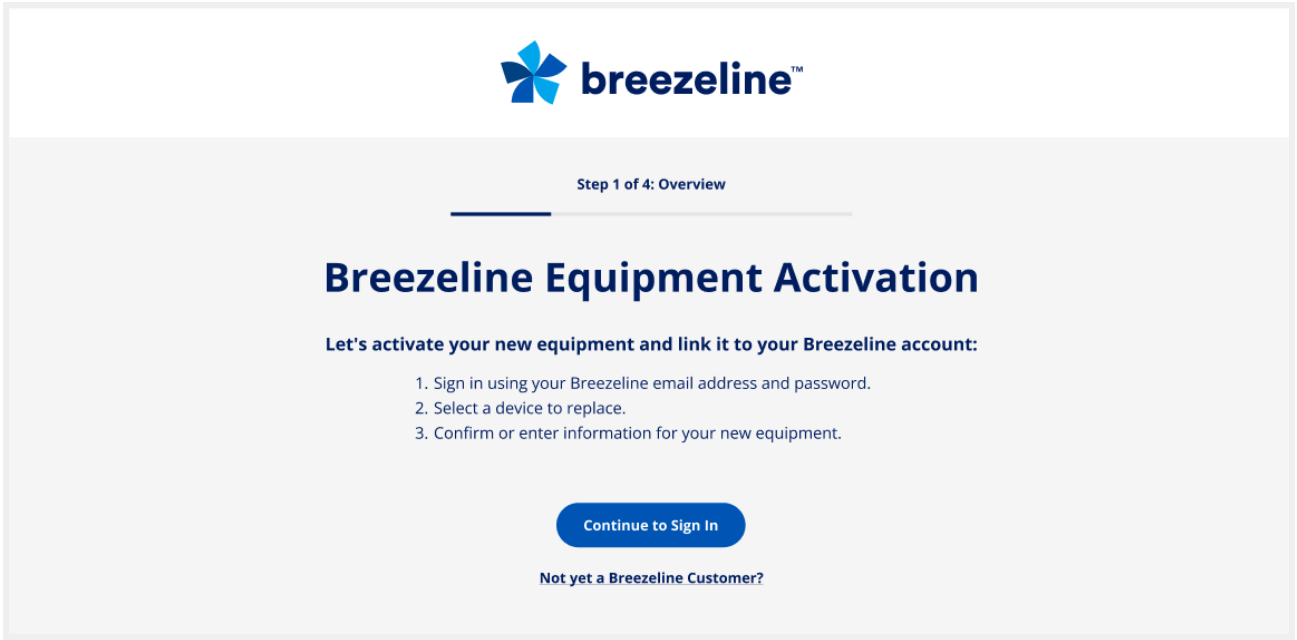
**Can I purchase a modem instead of leasing one from Breezeline?**

Yes, but there are a few things for you to consider:

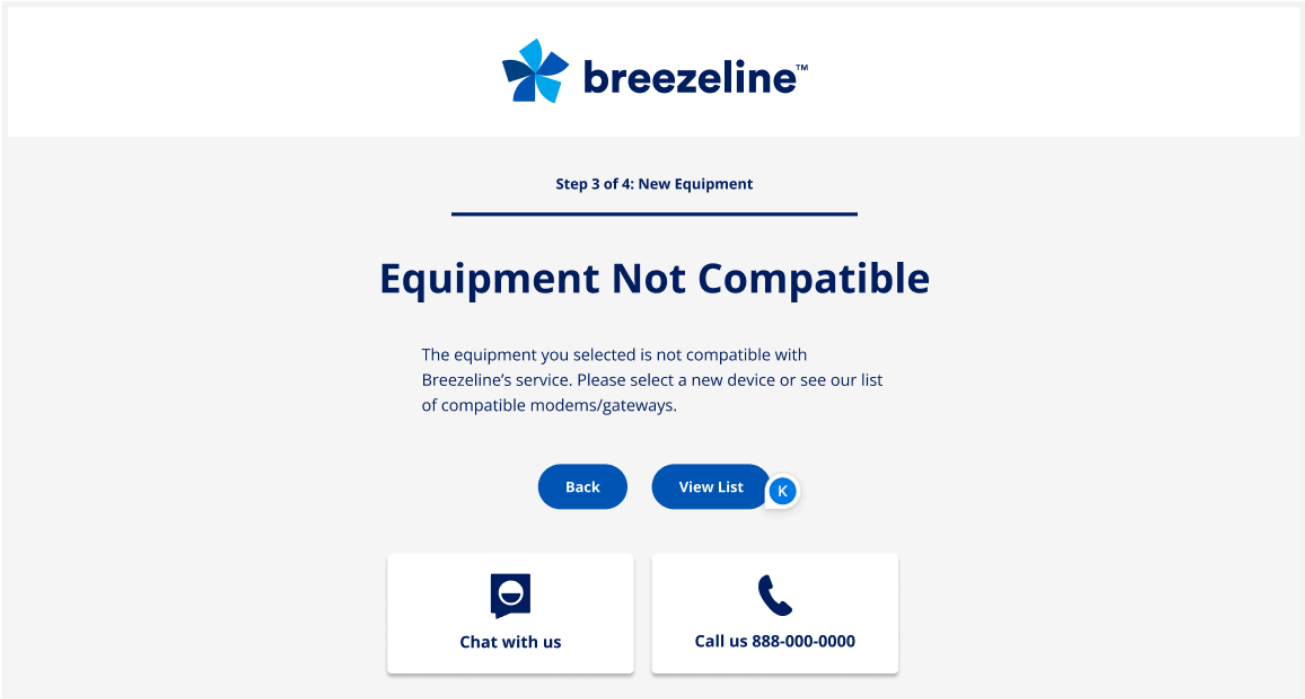
- Breezeline is not able to support a customer’s purchased equipment, and 24-hour technical support for connection issues is only available to customers with Breezeline leased equipment.
- If a device is on our [Customer Owned Equipment \(Approved Devices\) - DOCSIS 3.1](#), Breezeline may be able to update the device’s software as long as the device manufacturer provides support for the model.

**I’m an existing Breezeline customer. What should I expect when I swap out my old modem with a new one?**

After you have plugged the coaxial cable into the modem (or gateway) and the modem (or gateway) is connected to a laptop or wireless device, launch your web browser. The following screen will appear. Just follow the steps!



If the device you are trying to add is not on the Approved list the following screen will appear.



**Please note:** Devices that are not on Breezeline’s approved equipment list may not provide a reliable experience due to suboptimal performance and/or incompatibility with the Breezeline network. Depending on the equipment type and model, you may not receive the maximum download and upload speeds or WiFi performance that’s available with your rate plan.

### **What is the difference between a modem/ethernet gateway and a WiFi gateway?**

Both devices connect to the coaxial cable providing internet service to your home. A WiFi gateway has a built-in WiFi router to connect to wireless devices in your home, whereas a modem/ethernet gateway generally has from one to four ethernet ports to connect to other devices using an ethernet cable, but no WiFi capability. If you choose to use a modem/ethernet gateway you will need to purchase a separate WiFi router to also connect to wireless devices in your home.

### **Can I purchase a modem instead of leasing one from Breezeline?**

Yes, but there are a few things for you to consider:

- Breezeline is not able to support a customer's purchased equipment, and 24-hour technical support for connection issues is only available to customers with Breezeline leased equipment.
- If a device is on our [Customer Owned Equipment \(Approved Devices\) - DOCSIS 3.1](#), Breezeline may be able to update the device's software as long as the device manufacturer provides support for the model.

### **When is it required to lease equipment from Breezeline?**

- The features of [Breezeline WiFi+](#) service are only available when using Breezeline leased equipment. The features include:
  - Robust internet security with intrusion detection and blocking to protect your home network and personal devices from digital threats
  - Home network optimization to give you the best WiFi experience in every corner of your home.
  - Parental controls (ability to set limits, or turn off internet access for specific user devices)
  - Personalized home WiFi access for your guests
  - Up to one free extender (if needed) for coverage expansion, with automatic signal adjustment and prioritization as your wireless devices change locations.
  - Use of the *Breezeline WiFi+* smartphone app to manage your home network
- If you have fiber service from Breezeline, leased equipment is required.

### **I have StreamTV service. Does that make a difference?**

If you choose to bring your own equipment, bear in mind that each television will need to be connected directly to the modem via an ethernet cable or through your own WiFi router. If you have more than one television, we highly recommend that you lease a Breezeline state-of-the-art modem or gateway. We recommended leasing equipment from Breezeline to get the best StreamTV experience.