

Modems/Gateways that may be used on the Breezeline network

Tier	DOCSIS	Brand	Model	Device Type	Maximum Download Speed	Maximum Upload Speed
All tiers including GigaFast	3.1 (Recommended)	Arris	SB8200	Modem only	1,000 Mbps	100 Mbps
			SBG8300	Gateway (Modem/Router)		
			S33	Modem only		
		Hitron	CODA	Modem only		
		Netgear	CM1000	Modem only		
			CM1200			
			C7800	Gateway (Modem/Router)		
			CAX80			
		CM2000	Modem only			
		Motorola	MB8600	Modem only		
Base, Fast, and UltraFast	3.0	Arris	SB6190	Modem only	600 Mbps	80 Mbps
			SBG7580AC	Gateway (Modem/Router)		
			SBG7400AC2			
			SBG600AC2			
		Netgear	CM600	Modem only		
			C6900	Gateway (Modem/Router)		
			C7000			
			CM700	Modem only		

Frequently Asked Questions

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

Yes, but there are a few considerations:

- If you are a TiVo subscriber, each TV would need to be connected directly to the modem via an ethernet cord. If you have more than one TV, the recommendation is to lease a state-of-the-art modem or gateway.

- WiFi Your Way features are only available with Breezeline equipment, including WiFi coverage and management throughout your home.
- Fiber customers must lease a modem or gateway to ensure it is compatible with the network.
- Breezeline is not able to support customer-owned equipment. 24-hour support for any connection issues is only available to customers with leased equipment.

Can I use my own modem if I have TiVo service?

You may use your own modem with a TiVo Smartbox on only one TV. If you have more than one TV or you have a T6 box, leasing a Breezeline modem/gateway is required and will ensure the best experience.

Can I upgrade to WiFi Your Way if I own my own modem?

No. In order to upgrade to WiFi Your Way for expanded coverage and WiFi management, leasing a Breezeline certified modem/gateway is required.

What is the difference between a modem and a gateway?

Both devices will connect your home to the internet, but a gateway has a built-in WiFi router to connect wirelessly. If you choose a modem only device, you will need a separate WiFi router to connect wirelessly in your home. Customers that lease a gateway from Breezeline have the option to connect via WiFi Your Way or to the gateway's built-in WiFi.

Can I use a modem that is not on the compatible list?

This varies by area:

- Fiber customers - Customers in our Fiber tiers (Fiber Fast, Fiber UltraFast, and Fiber GigaFast) are unable to purchase a compatible Fiber modem.
- Other Cable Internet customers - Customers in our DOCSIS internet tiers (Base, Fast, UltraFast, and GigaFast) are able to use a modem not on the compatible list. Depending on the modem type and model, however, ability to attain listed download and upload speeds may vary.

Can I use Breezeline support to troubleshoot my own modem?

Breezeline is not able to support customer-owned equipment. Customers must rent equipment from Breezeline to have access to the 24-hour support for modems and WiFi Your Way™ Pods.

Are there any modems I cannot use with Breezeline service?

Yes. Due to technical incompatibilities, the following modems cannot support Breezeline services:

- Netgear C6300v2
- Any modem with embedded phone jack (eMTA)

Can Breezeline provide a software update for my modem?

If a device is on our compatible modems list, we are able to update software as long as it has support from the manufacturer. Modems not on our approved modem list may or may not have software updates available from the manufacturer.