

Terms and Conditions for Customer-Owned Modems

Cincinnati Bell recommends using a Cincinnati Bell provided modem, as our modems are specially configured to provide optimum service allowing the best support possible. By choosing your own modem with your Cincinnati Bell Service, the following terms and conditions will apply:

- **Cincinnati Bell video service, static-IP option, and most Internet services with speeds lower than 50 Mbps require a Cincinnati Bell modem. Customers-owned modems are not compatible with these types of service.**
- When owning a non-Cincinnati Bell modem, the level of support for the modem service will vary based on where the issue is found within the customer location. Cincinnati Bell's technical support team will determine the level of support provided. If the support is outside of Cincinnati Bell's scope, the user will be referred to our Premium Technical Support Team. Some charges apply for Premium Technical Support.
- If a CBT technician is required to dispatch to a customer location to handle a technical issue with a non-Cincinnati Bell modem, some charges may apply to these services.

Thank you for being a valued Cincinnati Bell customer.