

<https://www.charter.com/browse/content/services>

CHARTER COMMUNICATIONS

DOCSIS Modem Policy

Charter Internet subscribers are required to use a compliant device in order to use the Charter network without interruption and receive optimal service performance.

Noncompliant devices may be subject to intermittent or no service. Noncompliant devices may be recognized automatically by the provisioning process and may not be provisioned. Noncompliant devices must be replaced with a compliant device in order to use the Charter network without interruption and to receive optimal service performance.

Compliant Device Requirements

In order for a modem to be certified as a compliant device for use on the Charter network, it must pass CableLabs certification, UL certification, FCC certification, and Charter's certification process. The current device specifications can be obtained by contacting Charter at RES_ChrtRetailDOCSIS@charter.com.

Certification Process

Charter's certification process covers testing including DOCSIS performance and compatibility/integration with Charter's network and systems. The current certification process can be obtained by contacting Charter at RES_ChrtRetailDOCSIS@charter.com.