

Can I purchase my own modem from a retailer instead of renting one from SECV?

Last Modified on 06/16/2021 4:42 pm EDT

It is recommended to rent a modem from SECV for the best possible Internet experience and support; however, you may purchase a modem from a third-party retailer. A DOCSIS 3.1 modem with a minimum of 24 X 4 channel bonding and support 5 to 85 MHz for upstream transmission is recommended for optimal performance. Customers who purchase their own modem are responsible for troubleshooting modem related issues using the manufacturer's user manual. Some third-party retailer modems may not be capable of getting upgraded speeds. Our technical service representatives fully support only modems rented directly from SECV. Customers who subscribe to the 500M or 1 Gig tier receive a modem rental at no additional charge.

If you have any questions please call us at 877.955.SEKV or [chat us live](#) prior to purchasing a modem.
