

Terms and Conditions for Customer-Owned Gateways for use with Fioptics Internet Service

Cincinnati Bell recommends using a Cincinnati Bell provided gateway, as our gateways are specially configured to provide optimum service allowing the best support possible. By choosing to use your own gateway 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 gateway. Customer-owned gateways are not compatible with these types of service.**
- When using a non-Cincinnati Bell gateway, the level of support for the gateway service will vary based on where the issue is found within the business 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 business location to handle a technical issue with a non-Cincinnati Bell gateway, some charges may apply to these services.

Thank you for being a valued Cincinnati Bell customer.