

Section 1: Customer-Owned Gateways for Use with Internet Service Terms and Conditions Supplement

altafiber recommends using a altafiber 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 altafiber Service, the following terms and conditions will apply:

1. altafiber video service, static-IP option, and most Internet services with speeds lower than 50 Mbps require a altafiber gateway. Customer-owned gateways are not compatible with these types of service.
2. When using a non-altafiber gateway, the level of support for the gateway service will vary based on where the issue is found within the business location. altafiber's technical support team will determine the level of support provided. If the support is outside of altafiber's scope, the user will be referred to our Premium Technical Support Team. Some charges apply for Premium Technical Support.
3. If a altafiber technician is required to dispatch to a business location to handle a technical issue with a non-altafiber gateway, some charges may apply to these services.

Thank you for being a valued altafiber customer.