Switch Devices while Keeping the Static IP- Article no. 1272

Introduction

Static IP Address are available to **Business Solutions** customers across **all Sites**

- They are **no longer available** to **Residential** customers **effective November 1, 2023**
- Existing Residential Static IP customers are grandfathered

Important: switching devices without following these instructions results in the loss of the Static IP address

Resolution Steps

- Verify the **Cable Modem** is connected to the **Network** and the old device via **Ethernet**
- The customer releases the **Static IP address** assigned to the device, then **replaces** the **old** device with the **new** device
- Power cycle **the Cable Modem** so it pulls the **same Static IP** to issue to the **new device**

- If the customer **swaps Cable Modems**, the **Static IP** address transfers to the new modem

- If these steps don't resolve the issue, click **Create Work Order or Technical Case** in **BOLT**

  Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Data
Problem Description	IP Issue
Ethernet (NIC) MAC	MAC Address of the Device that should have the Static IP
Static IP Address	Static IP Address
Equipment	Select Equipment Having the Issue
Notes	Valid Contact Name and Phone Number, Details of Request

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