Converter and Cable Modem Firmware Update Policy- Article no. 1726

Introduction

This article pertains to **Cable TV converters** and **DOCSIS CableMODEM** equipment only.

Resolution Steps

Converter and Cable Modem Firmware Update Policy:

- Our company does **not** launch firmware updates until they are completely tested in our market areas. New firmware downloads automatically to equipment when made available
- If we haven't launched a specific firmware update, it's because our company is not fully confident of its stability / compatibility on our system
- Never refer a customer to a manufacturer regarding firmware updates; let the customer know we are constantly testing firmware updates before release to improve our services

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