Can I Use My Own Converter Box? - Article no. 2072

Self-Service Support Alert: this article is available for customer self-service on help.astound.com

Resolution Steps

- Customer purchased converters (from a store, auction, etc.) cannot be used with our Cable service

- 100% of our Cable service is encrypted; only company-supplied converters enable customers to view our programming

- CableCARD receiving devices work with our services; however, a company-supplied CableCARD is required