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

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=483