Google OnHub Support and Upgrade Opportunities- Article no. 9245

Introduction

Google OnHub routers were first released 6 years ago. Late last year, Google announced that it would sunset the Google OnHub router service.

Resolution Steps

More information can be found on Google's support website here.

As a proactive measure, prior to the conversion, we started an outreach project to upgrade these customers.

A small number of Wow!/Astound customers have these routers.

WOW! and astound are actively working to convert Google OnHub customers. If you have a customer with this device, let them know that we are offering an upgrade to our award-winning eero service and process a service change for the swap.

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=55