



RECOMMENDED ARTICLES

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[Upgrade your modem](#)

[Why it's important to upgrade end-of-life \(EOL\) and unsupported equipment](#)

[Performance benefits of 802.11n technology](#)

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Upgrade internet devices impacted by expiring DOCSIS certificates

Due to security requirements, the DOCSIS certificates on internet devices have limited lifespans. When the DOCSIS certificates within a device expire, the device may or may not work on our network, resulting in loss of Xfinity Internet and/or Voice service.

We identified a number of modems and gateways used for Xfinity Internet, both Xfinity-owned and customer-owned, with a DOCSIS certificate that's expiring. To avoid a service interruption, impacted customers must replace their modem or gateway before the expiration date.

After you've lost service on a device listed below, you must install another modem or gateway to retain internet service with Xfinity. If no other device is present and you don't intend to replace the expired modem or gateway, internet service must be removed from the account. This could require repackaging and the loss of promotions.

Impacted devices

If you have one of the devices listed below, you **will** lose service and **must** upgrade your internet equipment to avoid a service interruption:

Manufacturer	Models
Ambit	U10C018

CISCO	HWIC-CABLE-D-2
D-Link	DCM202, DCM301
HitronTechnologies	BRG-35503, CDA-CCC
Linksys	BEFCMU10 v4, WCG200v2
Scientific-Atlanta	DPC2100, DPX2100
SMC	SMC8014WG-CCR
Zoom Telephonics	5341, 5341J, 5352

If you have one of the devices listed below, you **may** lose service. You **should** upgrade your internet equipment to avoid a service interruption:

Manufacturer	Models
AM Communications	9360, 9362A, 9362A-2
Arcwavell	BRM-35202
ARRIS	CM100, CM450A, CM550A, TG2492G, TG2492LG-85, TM402G, TM402P, TM502, TM502G, TM504G, TM508A, WBM750
CISCO	DPC3000, DPC3010, DPC3208, DPC3216, DPC3825
Linksys	CM100
Motorola	DG1670A, SB5100, SB5101, SB5101U, SB5120, SB6180, SB6182, SBG900, SBG901, SBG940, SBV5120, SBV5220
Netgear	CG814CCR-V2, CG814WGv2, CMD31T
Scientific-Atlanta	DPC2100R2, DPC2203C2, DPC2505
SMC	D3CM1604
Terayon	ECM715, TJ715X, TJ716X

Thomson	ACG905, DCM325, DCM425, DHG535, DHG536, DHG546
Toshiba	PCX2600

How to upgrade your device

If you're an impacted customer, you'll be provided one of the following device upgrade options by email notification:

Customers with an Xfinity-owned internet device:

- If you rent an impacted Xfinity Internet device, you can upgrade your device to a new Xfinity Gateway — on us.
- A new Xfinity Gateway will automatically be sent to some customers. If you receive one of these devices in the mail, follow the enclosed instructions to install and activate it.
- Otherwise, follow the directions provided in your email to get started.

Customers who own their internet device:

- If you have your own internet device, check our [device compatibility](#) page before buying a new one to ensure it's compatible with our Xfinity Internet service.
- We may also offer exclusive discounts on select devices through our manufacturer partners. Discount information can be found in your email.
- If you're interested in renting an Xfinity Gateway, [contact us](#).

Customers who have lost service on an internet device:

- If you've already lost service on an internet device listed above, it must be replaced.
- If you have one or plan to purchase a replacement, simply install and activate that device.
- If you have no intention of replacing the device and there is no other way for Comcast to deliver the internet service you pay for, that internet service will be removed from your account.
 - This may result in repackaging, including the potential loss of promotions.

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