We strive to offer our Time Warner Cable customers with the fastest and most reliable internet, every step of the way.

That's why you have the option of leasing your modem from us or buying your own.

When you lease your modem, we work to ensure that you have the right equipment for your Internet service level and speed. We will also provide you with technical support for your equipment. A small monthly charge will apply if you select this option.

If you prefer to buy your own modem, please refer to the instructions below to learn which modems are best for your TWC Internet service and how to activate your modem once you've purchased it.

If you live in New York City or Los Angeles and want to buy your own modem, please see information specific to you.

Step 1: Choose the right modem.

It's important that you purchase a modem that is appropriate for your Internet service level. The following modems have been tested and approved for use with TWC Internet service.

Everyday Low Price Internet (ELP), Basic, Standard, Turbo, Extreme and Ultimate 50 service plans

Vendor	Model	Modem only	Modem & WiFi	IPv6-ready	Firmware version
DLink	DCM301	✓		✓	99.555mp10.011
Motorola	SB6121	✓		✓	1.0.6.8-SCM01
Motorola	SB6141	✓		✓	1.0.6.12-SCM00
Motorola	SB6183	✓		✓	9.2.0.0-GA-00-19-NOSH
Motorola	SBG6580		✓	✓	SBG6580-6.5.2.0-GA-06-077-NOSH
Motorola	SBG6782AC		✓	✓	SBG6X82-8.5.0.0-GA-05-15-NOSH
Netgear	N450 CG3000Dv2		✓	✓	V1.00.05
Netgear	C3000-100NAS		✓	✓	V1.01.05
Netgear	C3700-100NAS		✓	✓	V1.01.05
Netgear	CMD31T	✓		✓	V504b
Zoom	5341J	✓		✓	5.5.4.9J
Zoom	5350		✓		5.5.3.6
Zoom	5352		✓	✓	5.5.7.13
ZyXEL	CDA30360	✓		✓	3.1.3.6NA

Ultimate 75 & Ultimate 100 service plans (currently available in limited areas)

Vendor	Model	Modem only	Modem & WiFi	IPv6-ready	Firmware version

DLink	DCM301	✓	✓	99.555mp10.011
Motorola	SB6183	✓	✓	9.2.0.0-GA-00-19-NOSH
Motorola	SB6141	✓	✓	1.0.6.12-SCM00
Motorola	SBG6580		✓ ✓	SBG6580-6.5.2.0-GA-06-077-NOSH
Motorola	SBG6782AC		✓ ✓	SBG6X82-8.5.0.0-GA-05-15-NOSH
Netgear	C3000-100NAS		✓ ✓	V1.01.05
Netgear	C3700-100NAS		✓ ✓	V1.01.05
Netgear	N450 CG3000Dv2		✓ ✓	V1.00.05
Zoom	5341J	✓	✓	5.5.4.9J
Zoom	5350		✓	5.5.3.6
Zoom	5352		✓ ✓	5.5.7.13
ZyXEL	CDA30360	✓	✓	3.1.3.6NA

Step 2: Buy your modem.

Buy from your local retail store, or purchase your modem online.

Step 3: Connect your modem.

How to connect your modem if you have Internet service

How to connect your modem if you have both Internet and Home Phone services

Step 4: Activate your modem.

A. Locate the Cable Modem ID (MAC address) for your new modem, usually found on the bottom of the modem.

B. Call TWC or chat online with an agent to activate your new modem:

- Call TWC at 1-800-TWC-HELP (1-800-892-4357) to reach an agent
- Chat with an agent – select option 'Buy or Lease your Modem'.
- You will need to provide the agent with the Cable Modem ID (MAC address) for the new modem.

C. The agent will activate the new modem on your account.

D. If you are a new customer **without a leased modem** from TWC, this is your last step!

E. If you are an existing customer **with a leased modem**, please continue to Step 5 to return your existing modem. *Please note: Failure to return your leased modem and power cord may result in additional equipment charges and continuing monthly Internet Modem Lease charges.*

Step 5: Return your TWC Leased Modem.

A. Once your new modem is activated, please drop off your leased TWC modem *and* the power cord at a TWC