

USING YOUR OWN WIFI EQUIPMENT

NextLight's Bring Your Own Router Policy

We understand that some customers prefer to use their own WiFi routers or networking equipment. If you're tech-savvy and comfortable with networking, you're welcome to bring your own device. We want to give you that flexibility.

However, please note that **we do not install, configure, or fully troubleshoot customer-owned routers or other networking equipment.** This helps us avoid service disruptions, liability issues, and ensures clear expectations about what we can and cannot support.

If you choose to use your own router and experience connectivity issues, our troubleshooting efforts will be limited to:

- Confirming that your internet service is active and running correctly.
- Verifying that your router is pulling an IP address from our network.

Beyond these steps, we cannot provide additional support for third-party equipment. If you're not familiar with networking or router setup, we strongly recommend using our **NextLight Whole Home WiFi service.** This option allows us to fully manage and support your connection, so you can enjoy the best experience without the hassle.

Our goal is always to make things easy and provide reliable service. Choosing NextLight WiFi means we can take care of everything for you— quickly and efficiently.

