

Equipment Policy

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Equipment Policy

By renting any equipment from ConnectTo, you are automatically enrolled in [ConnectTo's Wire Plan](#)

See your specific equipment rental pricing at checkout.

1. CTNet & ADSL Customers

CTNet & Legacy DSL residential service includes an equipment fee for the modem/router. A shipping fee applies for delivery and return of the equipment.

Customers who wish to use their own equipment may do so. Return of rented equipment invalidates any and all promotional pricing. Under some circumstances, ConnectTo Support may require that the provided equipment is installed in order to perform complete diagnostics. Use of equipment not provided by ConnectTo may result in some features not being available.

PLEASE NOTE: Customer has 30 calendar days after cancellation to return equipment or a charge will apply. See equipment return policy section.

2. CTNet IP Broadband Customers (IPBB X1, X2, FX1, FX2, and FX3)

CTNet IP Broadband residential service includes a mandatory equipment fee for the modem/router and the analog telephone adapter. A shipping fee applies for return of the equipment.

Customer may not use their own modem/router for CTNet IP Broadband.

PLEASE NOTE: Customer has 30 calendar days after cancellation to return equipment or a charge will apply. See equipment return policy section.

3. ConnectTo CTNet Fiber Internet Customers

ConnectTo provides residential Gigabit Fiber Internet customers with an Optical Network Terminal (free of charge) which also functions as an Analog Telephone Adapter (ATA) and a router/firewall with a Wi-Fi access point.

Upon termination of service, router/firewall equipment must be returned as directed by ConnectTo. **Please do not return the ONT.** Equipment non-return fees may apply if router/firewall is not returned.

Customers who wish to use their own equipment may do so. Return of rented equipment invalidates any and all promotional pricing, and customers will be subject to a shipping fee. Under some circumstances, ConnectTo Support may require that the provided equipment is installed in order to perform complete diagnostics. Use of equipment not provided by ConnectTo may result in some features being unavailable, including technical support. Third party modems are unsupported by ConnectTo.

PLEASE NOTE: Customer has 30 calendar days after cancellation to return equipment or a charge will apply. See equipment return policy section.

3.1. Optical Network Terminal

The Optical Network Terminal (ONT) is a device that translates the fiber light signal into an electrical signal that can communicate with your in-home Wi-Fi device. This device is typically mounted against a wall or in an out-of-the-way area, with an Ethernet cable connecting it to your in-home Wi-Fi device. **Once this ONT device is installed in your home, it should not be moved or removed under any circumstances. If you require relocation of the equipment, please contact Customer Support. The ONT must be serviced by a ConnectTo Technician. Depending on the scope of work, ConnectTo reserves the right to assess a fee for moving the ONT.**

4. Replacement of Rented Malfunctioning Equipment

Should ConnectTo determine that rented equipment is failing to function correctly it will replace components as deemed necessary at no additional cost to the customer.

ConnectTo will ship replacement parts and customer is expected to return failed components within 30 days with the provided pre-paid return labels. Failure to return the failed components will result in charges being applied to your account.

***Please Note:** Should the equipment returned have been damaged through misuse or neglect, (example, having signs of being exposed to water, excessive heat or other physical abuse), charges may be assessed to cover the replacement.*

5. Customers Needing a Replacement Modem (for modems sold prior to current offer)

Customers who need a replacement for equipment previously provided by ConnectTo which is now beyond the manufacturer warranty period may choose to rent ConnectTo Equipment.

6. Equipment Return Policy

All rented modems and components must be returned within 30 days of cancellation or your account will automatically be charged.

If modem and components arrive after the 30 day return window, but prior to 60 days, these charge will be reversed. After 60 days, returns will not be accepted.

Customer will be issued a Return Merchandise Authorization (RMA) label during cancellation, and this RMA number must be included with the shipment to assure tracking. This label will be issued via email, **and this label must be used to return your equipment.**

Customer may send back modem and components by any shipping means that will not damage the modem, but the customer's ConnectTo account or RMA number must be clearly specified on the shipping label in order to ensure the return can be credited to the customer. Customer is responsible for any delay or damage to modem due to packaging; customers are not required to ship in original box. ConnectTo will provide a shipping label, at cost.

Customer may also drop off ConnectTo Equipment (see address below)