

Your fiber internet just got a free router upgrade

Hi there,

We're excited to let you know that your home internet is getting an upgrade—for free! We're sending you a new **Calix U6 router with WiFi 6 technology**, which will replace your current one. This new router will provide stronger connections, better coverage, and a network that's ready for all your devices.

Your new router will arrive in a white box at your home in the next few days. We've made it easy to set up yourself. All you have to do is simply replace your old router with the new one. Once you plug in your new router and power it on, it will automatically connect to our network and be added to your account, so you'll be online in minutes.

Detailed instructions are included in the box, and you can also find a helpful guide on our website: <https://www.brightspeed.com/router-replacement>

Why are we sending you a new router?

We know your home depends on reliable fiber internet, so we're making this upgrade at no cost to you. WiFi 6 is designed for today's connected homes, offering:

- **Faster WiFi speeds:** Up to nearly 3x faster than older WiFi generations.
- **Better performance in busy households:** More devices can connect without slowing each other down.
- **Stronger, more reliable coverage:** Fewer dead zones and more stable connections.
- **Upgraded security:** Built-in WPA3 protection keeps your WiFi network devices safer than previous generations.
- **Longer battery life for smart devices:** WiFi 6 helps devices like your phones and laptops run more efficiently.

This upgrade is included with your Brightspeed service because we are committed to making it easy for you to access fast, reliable internet—today and in the future.

As part of the equipment update, Brightspeed will no longer offer the McAfee Security Service. Customers that have activated the McAfee services through Lumen or Brightspeed will need to subscribe directly to McAfee or a suitable alternative service.

Once you've installed your new router, please dispose of your old one in an eco-friendly manner by taking it to any local electronics recycling center.

We can't wait for you to experience the difference!

Best Wishes,
The Brightspeed Team