

Internet Upgrade Cheat Sheet

Important questions to ask before upgrading internet or equipment



**Faster internet doesn't fix old equipment.
It just exposes it.**



1. Equipment

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| ☐ 1. Will my current modem support this new speed? | Make sure your equipment can handle the plan. |
| ☐ 2. How old is my modem, exactly? | Older modems may not support newer speeds. |
| ☐ 3. Is my modem owned or rented? | This affects replacement and return rules. |
| ☐ 4. Is a newer modem included, or do I need to request one? | Do not assume the upgrade includes new equipment. |
| ☐ 5. Can I return my old modem easily? | Ask where and how to return it. |



2. Costs & Fees

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| ☐ 6. Will upgrading add a monthly equipment fee? | A faster plan can mean a bigger bill. |
| ☐ 7. Will I be charged for a technician visit? | Ask about setup, install, or service fees. |
| ☐ 8. What will my total monthly bill be? | Ask for the full cost, not just the promo price. |



3. Do I Really Need It?

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| ☐ 9. Do I really need faster speed for what I do online? | Email and browsing need less than gaming or heavy streaming. |
| ☐ 10. What happens if I don't upgrade my equipment? | Find out what problems may continue. |



4. Flexibility

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| ☐ 11. Can I downgrade later if this doesn't help? | Make sure you are not stuck. |
| ☐ 12. Can you send the offer and fees to me in writing? | Always get the details before saying yes. |



Helpful Tip

Keep this sheet near the phone so you can slow the sale down and ask the right questions.