Comcast Cable

Retail DOCSIS Device Process and Requirements

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1 Getting Started

In order to enter into the certification process for any DOCSIS device, a device maker must at least have already entered into the CableLabs DOCSIS testing process (completion can be done in parallel). A device maker should be prepared to send a number of devices to various Comcast teams before the start of a certification wave so that testing can be performed.

2 Fees

An agreement covering certification activities will be provided to each device maker. The process of certifying new retail-only devices (which Comcast does not plan to purchase) varies in cost, depending on the type of device. Payment of the certification fee is no guarantee that a device will be approved by Comcast; it must pass the applicable technical requirements.

3 Certification Timing

Test cycle waves generally begin twice each month. Accommodation depends on schedule availability. Full certification for new devices (hardware and firmware) may take up to two and a half months. Partial certification (firmware only) may take up to one and a half months.

4 Beginning the Process

To enter the certification process, please contact Comcast to communicate an upcoming submission of a new retail product by emailing retail_team@comcast.com.

5 Certification and Test Requirements

Comcast's detailed certification and test requirements are shared under a Non-Disclosure Agreement. However, below are a subset of high-level requirements.

- **DOCSIS 1.0, 1.1, and 2.0:** Comcast will NOT accept any DOCSIS 1.0, DOCSIS 1.1, or DOCSIS 2.0 devices for certification.
- **DOCSIS 3.0**: Comcast WILL accept new **DOCSIS 3.0** devices for certification, provided that they support at least 16 downstream channels.
- **DOCSIS 3.1**: Comcast WILL accept new **DOCSIS 3.1** devices for certification.
- **IPv6**: Comcast requires that all device hardware and firmware submitted for consideration support IPv6.
- **MoCA** (Multimedia over Coax Alliance): Comcast does not support MoCA on retail devices.
- **Ethernet:** At least one Ethernet LAN port is required, in order for a customer to connect their computer to the device.
- **UL Approval**: The device must be UL-approved.

- **FCC Approval**: The device must be FCC approved if it has a wireless interface and/or requires other FCC approval in order to be offered for sale.
- **Branding** requirements cover the use of the XFINITY logo and the Comcast brand. The XFINITY logo and Comcast brand may not appear on the device, although it may appear on packaging and marketing materials after Comcast review and approval.
- **Functional Test** requirements cover things such as how long it takes for a device to register on the network, that it supports MDD Override, supports DHCP for obtaining a network address, can be managed via SNMP, has diagnostic capabilities to enable troubleshooting, that device software can be upgraded, that DOCSIS security features are supported, that the device can support the speeds offered on the Comcast network, that DOCSIS 3.0 devices can perform channel bonding, that devices interoperate with the Comcast network and systems, etc.
- **Performance Testing** covers things that enable Comcast to ensure that a device is capable of supporting the speeds associated with particular service tiers, so that our MyDeviceInfo website can accurately reflect which tiers the device can support. This also includes testing with various combinations of CMTS and Channel Bonding, where the goal is to measure the speed capability of a device.