

5G – Slow speed

## **Description:**

Customers may experience slow speeds on 5G due to network congestion, limited coverage, or signal interference. This can result in slower downloads, buffering, or lag, even when connected to 5G.

## **🛠 Steps to Help You Get Back Online**

Let's try a few simple steps to fix the issue:

- **Check the Connection**

**Step 1:** Ensure the number of connected users does not exceed 8–9.

**Step 3:** Confirm that the VPN is turned off.

**Step 4:** Run a speed test three times using [Speedtest by Ookla - The Global Broadband Speed Test](#). Record the results for each test, including **download speed, upload speed, and ping**.

- **Changing location within the same building for (5G indoor)**

**Move the modem to a more optimal location by**

**Step1:** Place the modem close to a bridge/router outlet, near a window, or in a spot closer to the outdoors.

**Step2:** Position it in a central area of the building.

**Step3:** Make sure it has a clear line of sight to improve signal strength.

- **Still Having Trouble?**

If the issue continues, we're here to help. Please reach out to us on one of the following support channels:

 **WhatsApp:** 7900 1500

 **Fixed Line Support Centre:** 1514