

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