Bringing Your Own Modem for Wireless or Mobile Broadband with SpinTel

At SpinTel, we understand that some customers may already have their own 4G or 5G modem and would prefer to use it when signing up for our [wireless](#) or [mobile broadband](#) services. If you're wondering whether your existing modem can be used with SpinTel, here's what you need to know.

Can I Use My Own 4G/5G Modem with SpinTel?

Yes, you can use your own modem — but only if it is an Optus-supplied 4G or 5G modem. SpinTel's wireless and mobile broadband services operate on the Optus network, and for compatibility and performance reasons, only Optus-supplied modems are supported when bringing your own device.

Why Other Modems May Not Work

Modems that are not supplied by Optus may not be fully compatible with the Optus network, which can lead to limited connectivity, reduced speeds, or complete service failure. These devices may also lack the necessary firmware or configuration settings required to access the network reliably.

To ensure a seamless experience, we recommend either renting a pre-configured modem from us or using an Optus-supplied modem. This helps avoid technical issues and ensures you receive full support if needed.

Need Help?

If you're unsure whether your modem qualifies or need assistance with setup, our support team is ready to help.

Contact us at SpinTel Support or visit our Help Centre.