

Upgrading from 4G to 5G Wireless Broadband

Making the jump from 4G to 5G wireless broadband isn't just about faster speeds—it's a major upgrade in connectivity, reliability, and capacity. Whether you're streaming ultra-high-definition content, gaming online with near-instant responsiveness, or running a household full of connected devices, 5G can make a real difference.

Here's how to upgrade step-by-step:

1. Check 5G Coverage

Before upgrading, make sure 5G is available at your address. While our network is expanding quickly, coverage can vary by location.

- **Check your address on our [product page](#)** – Enter your address to see if it's 5G ready.
- If 5G isn't available yet, you can continue using our 4G wireless broadband and be ready to switch the moment coverage reaches you.

Enter your address to see what service is available in your area

Override



Start typing your address then select it from list

2. Choose Your New Plan

Our 5G plans offer different speed tiers—perfect for everything from casual browsing to ultra-fast, high-demand usage. Visit our [website](#) to compare options and start your order.

3. Get the Right Modem

You'll need a compatible modem to connect to the 5G network.

- **Bring your own Optus 5G modem** – If you already have one, you can request a SIM-only plan. [Talk to our team](#) if the website isn't allowing you and we'll place the order for you.
- **Get one from us** – We'll supply a 5G modem rent-free for as long as your service remains active.

5G Wireless Broadband Modem



Free modem rental, for as long as you have your plan

Great for home, Wired and Wireless LAN, Not portable

[Find Out More](#)

4. Complete Your Order

Click **Buy Now** on our website and fill out the order form.

Once processed, we'll send you a **new SIM** for your 5G Wireless Broadband service.

BUY NOW

5. Activate and Finalise the Switch

- When you receive your 5G modem and SIM, activate the SIM online via our [website](#).
- Once your new 5G service is connected, **cancel your old 4G service** to avoid being charged for both.
- **Return any rented 4G modem** within 21 days of cancelling your old service to avoid being charged its retail value. We'll email you the return instructions.

That's it!

Need Assistance? We're Here to Help!

If you need further guidance or have questions about your options, our support team is ready to help.

☎️ Call us: 13 22 10 – Speak with one of our representatives for real-time support.

💬 Chat with us: Click on the chat icon on our website to connect with our team instantly.

Online URL:

<https://articles.spintel.net.au/article/upgrading-from-4g-to-5g-wireless-broadband.html>