

# Rental Modem FAQs

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## Can I rent a modem from SpinTel?

Rental modems are offered only for Wireless Home Broadband services.

The rental fees vary by service type:

- **Mobile Broadband (MBB):** Netgear AC800S – **\$10.00 per month**
- **4G Home Wireless Broadband (HWBB):** Huawei B628 – **\$4.00 per month**
- **5G Wireless Broadband:** Ultra WiFi 5G Home Internet Modem – **\$10.00 per month**

*Note: Modem rental fees are billed monthly regardless of usage.*

## Are the rental modems new?

Modems provided for rental may be either new or refurbished.

## **Do I own the modem after renting it for a certain period?**

No, rented modems remain the property of SpinTel and must be returned when your service is terminated or no longer needed. All equipment, including cables and chargers, must be returned to SpinTel within 21 days after closing the service.

## **Returning Rental Equipment due to Cancellation or Closure**

When returning rented equipment, note that rental charges will stop once SpinTel receives and processes the return. You are to return the modem to us at your own cost and expense, via courier to SpinTel, at the address provided below.

Please ensure the hardware is properly packaged, and avoid sticking any labels or stickers directly onto the packaging.

### **Return Address:**

Attention: SpinTel Hardware Returns  
Level 10, 263 Clarence Street  
SYDNEY 2000 NSW  
Australia

## **What if I don't return the modem or it's returned damaged?**

If the modem is not returned or returned damaged, your account will be charged for the full cost. See hardware rental terms [here](#).

## **What happens if the modem stops working?**

Should your rental modem malfunction, we will provide a replacement after conducting necessary troubleshooting. If SpinTel determines that a replacement is required, you will receive a replacement modem. The faulty one must be returned—along with the cables, power supply, and box—within 21 days to avoid charges.

To arrange a replacement, contact us at 1300 303 375 or click [here](#) to initiate an online conversation

## **I've returned my modem, but it says it's awaiting collection at the post office. What should I do?**

If your returned modem's tracking status shows "awaiting collection" at the post office, there's no need to worry. We pick up returned modems from the post office daily, so there's no need to notify us.

Generally, we will collect the modem the same day it arrives at the post office or by the next business day. If the tracking status shows "awaiting collection" for more than two days, please contact our support team for assistance.

Online URL: <https://articles.spintel.net.au/article/rental-modem-faqs.html>