

SmarTone 5G Home Broadband

Q1: What is the difference between SmarTone 5G Home Broadband and Home Broadband?

A1: SmarTone 5G Home Broadband is powered by the faster, stabler and smoother SmarTone 5G network, with a designated model of wireless router, providing high-speed broadband service. No installation fee and on-site installation. Just plug and play.

Q2: Do I need to purchase wireless router from SmarTone?

A2: 4.1 The Services are applicable to the designated model of wireless route (Appendix 1). SmarTone 5G Home Broadband user shall entitle special wireless router offer.

Q3: I want to relocate the service; how long will I have to wait for relocation and what is the relocation fee?

A3: The earliest date of updating service address is the next working day after receiving your request pending. Customer can unplug the wireless router and plug again at new service address to complete service relocation. No installation fee.

Appendix 1:

Designated model of wireless router
HUAWEI 5G CPE Pro
HUAWEI 5G CPE Pro 2
ZTE MC801A 5G INDOOR CPE