



5M Telecom

...Power to Do Great Things

Reliable | Affordable | High-Speed Internet | ICT Services | Consulting

Company Overview

At 5M Telecom, we empower Nigerians to achieve more by delivering fast, reliable, and affordable broadband internet.

Our mission is to provide cutting-edge communication technologies that enable individuals, businesses, and communities — from urban centers to rural areas — to thrive in the digital age.

We believe broadband is more than connectivity; it is a catalyst for social and economic transformation.

By expanding access, we drive growth, improve security, reduce rural–urban migration, and strengthen Nigeria’s digital economy.

Our commitment is simple: Speed, Reliability, and Superior Content Delivery — anytime, anywhere.

Our Competitive Advantage

- ✓ Customer-Centric Service – A dedicated support team ensuring exceptional user experience.
- ✓ Hybrid Technologies – Wireless backhauls with in-premise BPL and other technologies for superior quality.
- ✓ On-Premises Internet Distribution – Seamless coverage in every corner of your home or office.
- ✓ Multi-Play Plus Solutions – Internet, VoIP, IPTV, surveillance, and smart solutions tailored to your needs.
- ✓ Intelligent Surveillance – City-wide monitoring systems for traffic, safety, and community security.
- ✓ Affordable & Scalable Plans – Balanced pricing with bundled service efficiencies.



Guiding Principles

- **Trust:** We keep our promises and act with integrity.
- **Passion:** We are driven to bridge the digital divide.
- **Performance:** Results-oriented service with continuous improvement.
- **Technology:** Staying ahead through innovation and adaptation.

Services Offered

- 5mSpeed – Unlimited Broadband Internet
- 5mSmart – Smart Homes & Smart Cities
- 5mMetroFi – Hotspot Wi-Fi Centers
- 5mEagleEye – Surveillance Systems
- Maritime Broadband Solutions
- Consulting & Advisory Services
- LAN, WAN & Wireless Networking
- Hardware Sales & Supplies

Key Value Proposition

- Reliable, high-speed connectivity
- Affordable access for all
- Technology-driven solutions
- Exceptional customer support
- Outstanding service delivery with passion and expertise



Vision & Mission

Vision: To be Nigeria's leading broadband provider, delivering superior and cost-effective last-mile internet solutions.

Mission: To create unmatched customer experiences by applying the right technologies and ensuring excellence at every touchpoint.

Core Values: Reliability | Innovation | Customer Focus | Integrity

Broadband Internet Installation Types

Basic Installation

The Basic Installation package is the standard setup for residential and small business customers. It requires the deployment of **one Customer Premises Equipment (CPE) radio** installed at the client's location, configured to connect directly with the nearest 5M Telecom base station. The package includes:

- A **basic Wi-Fi router** for indoor wireless distribution.
- **Installation materials** such as cabling, mounting brackets, and accessories for proper alignment and secure setup.
- Standard configuration to ensure stable connectivity across multiple devices within the home or office.

This installation model is designed for customers who require **affordable, reliable broadband access** without the need for specialized infrastructure. It provides seamless internet connectivity for browsing, streaming, VoIP calls, and basic business applications.

Point-to-Point Installation

The Point-to-Point (P2P) Installation is designed for customers who require **dedicated, high-capacity internet connectivity** for mission-critical operations. This setup involves the deployment of **two CPE radios** — one at the customer's premises and the



other at a dedicated base station serving that specific client. The package includes:

- A **dedicated Mikrotik port** allocated exclusively to the customer, ensuring premium performance and guaranteed bandwidth.
- **Dual sets of cables and installation accessories**, providing the redundancy and robustness required for stable long-term operation.
- Optional enterprise-grade Wi-Fi routers for internal distribution.

The P2P installation is ideal for **corporate offices, government institutions, financial services, and high-demand users** that cannot afford downtime. It guarantees **low latency, higher speeds, and service exclusivity** compared to shared access models.

Hot Spot Wi-Fi Installation

This installation model is designed to provide **shared, location-based wireless internet access** in public or semi-public environments such as campuses, shopping malls, offices, hotels, airports, event centres, and business districts.

The setup typically includes:

- **Multiple CPE radios** strategically mounted to ensure wide coverage and seamless connectivity for concurrent users.
- **High-capacity Wi-Fi access points** capable of handling heavy traffic and delivering stable connections to dozens or even hundreds of devices simultaneously.
- **Centralized hotspot controller or Mikrotik router** for authentication, user management, bandwidth allocation, and traffic shaping.
- **Networking accessories and cabling** (Ethernet, POE adapters, and surge protectors) to ensure secure, efficient deployment.
- **Optional captive portal integration** for branded login pages, vouchers, or pay-per-use access models.

This solution is ideal for governments, organizations and businesses that want to **extend internet access to customers, staff, or the general public**, either as a value-added service or as a commercial revenue stream. With proper configuration, Hot Spot Wi-Fi installations also support **advertising, analytics, and usage monitoring**, making them a versatile tool for both connectivity and customer engagement.



Internet Packages & Pricing

Plan	Price / Month	Bandwidth Speed	Data Limits	Support Level
5M Start	₦28,500	Up to 4 Mbps	Unlimited	Basic
5M Pace	₦38,500	Up to 5 Mbps	Unlimited	Basic
5M PacePro	₦43,500	Up to 6 Mbps	Unlimited	Level 2
5M Turbo	₦63,000	Up to 8 Mbps	Unlimited	Level 2
Dedicated Plans	₦150,000+	Business-grade	Unlimited	Level 3

Source: 5M Telecom data as of September 2025. Prices may change and may not immediately be reflected in this brochure

Customized Bandwidths & IPs

Tailored internet packages are designed to match your specific needs, ensuring optimal speed, reliability, and performance for businesses or individuals.

Get internet packages tailored to your specific speed and performance needs, backed with the option of a dedicated Static IP. This ensures reliable connectivity, easier remote access, and seamless support for business-critical applications.

Broadband Services Supports & Charges (FAULT CALLS/SERVICE CHARGES)

Service Charges apply to technical support calls from customers involving replacement of faulty CPE radios, POEs and routers. Realignment of CPE radios, replacement of broken mounting poles are billable. Other services such as setting up smart TVs and smart devices will be charged for after 7 days of initial installation has elapsed.

Customers who relocate within our city of coverage and those who relocate to other cities with 5M Telecom network coverage will be billed.

Cables more than 15m for outdoor and 5m for indoor will be billed. Fabrication costs will be borne by the client. Additional routers and repeaters will be charged at prevalent rates.



	FAULT / SERVICE AREA	CHARGES
1	Replacement of faulty CPE radio	Charged according to market price of CPE plus labor charge of N20,000
2	Replacement of burnt POE	Charged according to market price of POE plus labor charge of N10,000
3	Replacement/ addition of more routers	Charged according to market price of router + labor charge of N15,000
4	Setting of smart TVs/smart devices after installation (more than 7 days)	Service charge of N15,000
5	Re-alignment of CPE radio	Service charge of N10,000
6	Replacement of broken pole	Market price of pole + service charge of N10,000
7	Re-configuring router accidentally reset by client	Service charge of N20,000
8	Customer relocation to another area within the city	Service charge of N40,000 Cable cost if needed will be 15, 000; exceptionally long cables more than 15m will be charged accordingly.
9	Customer Relocation To Another Area Outside The City With 5m Network Coverage	Service charge of N100,000 Cable cost if needed will be 15, 000, exceptionally long cables more than 15m will be charged accordingly
10	Installation of repeaters and extenders	Service charge of N10,000 per call. Cable and accessories cost will be according to length and bill of materials
11	Point to point installation charge	Service charge of N465,500
12	Point to point service/dedicated port lease	Service charge of N80,000
13	Installation cost with customer radio as approved by management	Service charge of N100,000
14	Outdoor cable more than 15 meters	N2,200 per meter
15	Indoor cable more than 5 meters	N1,500 per meter
16	Fabrication	Based on site reality

Source: 5M Telecom data as of September 2025. Prices may change and may not immediately be reflected in this brochure. Other costs and charges may arise that may not immediately be reflected in this brochure.



Support Structure

At 5M Telecom, we understand that reliable support is just as important as reliable connectivity. To guarantee our customers peace of mind, we operate a **three-tier support system** that ensures every issue is handled quickly, efficiently, and at the right level of expertise.

Level 1 Support – Frontline Assistance

Our **Level 1 Support team** is your first point of contact. They are available to assist with everyday service needs, basic troubleshooting, and general inquiries.

- We help with resetting routers, checking connections, verifying account status, and resolving common issues.
 - Our frontline team also manages billing inquiries, service requests, and guides customers through simple configuration steps.
 - If an issue requires deeper analysis, it is immediately escalated to our Level 2 specialists.
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Level 2 Support – Technical Specialists

Our **Level 2 Support team** consists of trained network technicians and engineers who step in when more advanced troubleshooting is needed.

- They handle issues such as intermittent connectivity, degraded performance, or complex equipment configurations.
 - The team provides remote diagnostics, router/CPE radio configurations, firmware updates, and detailed technical analysis.
 - When necessary, Level 2 coordinates with our field engineers for on-site interventions to restore service promptly.
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Level 3 Support – Advanced Engineering

For mission-critical incidents, our **Level 3 Support team** provides the highest level of technical expertise. This is our core engineering group, supported by vendor-certified partners.

- They resolve escalated issues affecting infrastructure, base stations, or backbone



connectivity.

- Level 3 designs and implements permanent fixes, system optimizations, and preventive maintenance strategies.
- They also collaborate with global equipment vendors such as Mikrotik, Cisco, and Huawei when advanced hardware or software support is required.
- Corporate and government clients with dedicated Service Level Agreements (SLAs) benefit from priority handling at this level.

Services Offered

◆ 5mSpeed – Unlimited Broadband Internet:

Our flagship broadband service delivers high-speed, unlimited data connectivity tailored for both residential and business users. With reliable last-mile delivery, low latency, and consistent speeds, 5mSpeed ensures seamless browsing, video streaming, online gaming, VoIP, and mission-critical business applications. Designed to eliminate downtime, it supports multiple devices simultaneously and provides the foundation for a truly connected lifestyle.

◆ 5mSmart – Smart Homes & Smart Cities:

5mSmart integrates Internet of Things (IoT) technology to transform homes, offices, and communities into intelligent, secure, and energy-efficient environments. From automated lighting and climate control to smart surveillance, remote monitoring, and connected devices, our solutions provide enhanced convenience, security, and efficiency. For municipalities, 5mSmart enables smart traffic management, waste control, and city-wide surveillance, advancing Nigeria's journey toward sustainable urban development.

◆ 5mMetroFi – Hotspot Wi-Fi Centers:

5mMetroFi provides affordable and secure public Wi-Fi access in high-traffic areas such as campuses, malls, airports, and business districts. Built with carrier-grade infrastructure, 5mMetroFi hotspots deliver fast connections for large numbers of concurrent users. These hotspots not only expand digital inclusion but also create new opportunities for e-commerce, e-learning, and digital services in underserved communities.



◆ **5mEaglEye – Surveillance Systems:**

Our 5mEaglEye platform delivers state-of-the-art surveillance solutions for businesses, communities, and government institutions. Combining high-definition IP cameras, intelligent video analytics, and cloud storage, we provide end-to-end monitoring for improved security and situational awareness. From residential CCTV to enterprise-grade city-wide surveillance, 5mEaglEye ensures real-time threat detection, traffic management, and enhanced public safety.

◆ **Maritime Broadband Solutions:**

5M Telecom extends connectivity beyond land with specialized broadband services for ships, oil rigs, and coastal operations. Our maritime solutions guarantee stable satellite-backed internet, VoIP, and data services, ensuring crew welfare, operational efficiency, and safety compliance even in remote waters. Whether for cargo, offshore energy, or passenger vessels, our service keeps you connected anywhere at sea.

◆ **Consulting & Advisory Services:**

With years of expertise in telecommunications, we offer strategic consulting and advisory services to help organizations optimize their IT and network infrastructure. Our team provides feasibility studies, technology audits, deployment planning, and digital transformation strategies, enabling businesses to maximize ROI and scale with confidence.

◆ **LAN, WAN & Wireless Networking:**

We design, deploy, and maintain enterprise-grade networking solutions, including Local Area Networks (LAN), Wide Area Networks (WAN), and secure wireless systems. From small businesses to multi-branch corporations, we ensure high-speed data transfer, secure communications, and seamless collaboration across all devices and locations. Our networking services are built on reliability, scalability, and compliance with international standards.

◆ **Hardware Sales & Supplies:**

5M Telecom provides a wide range of quality networking hardware, devices, and accessories including routers, switches, servers, repeaters, and smart devices. We partner with leading global brands to deliver durable, cost-effective, and warranty-backed equipment that supports our clients' digital transformation goals.



Contact Us:

📍 20 Ibusa Avenue, Independence Layout, Enugu

☎ Enugu: +234 708 517 5638 | Abuja: +234 708 888 6503 | Awka: +234 811 134 5858

✉ customercare@5mtelecom.com | abuja@5mtelecom.com | awka@5mtelecom.com

🌐 www.5mtelecom.com

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