



OPTICOMM

Welcome to your new home

You'll soon be able to
enjoy all the benefits of the
Opticomm fibre network.

Whether you're building a new home or moving
into the area, this guide should tell you what you
need to know to get connected.





About Opticomm

Here at Opticomm, we're a wholesale broadband provider that builds and maintains the Fibre to the Premises (FTTP) network in your community.

Put simply, we're responsible for the infrastructure that connects your home to our superfast fibre network so that phone and internet providers (also known as service providers) can offer plans to you. This means you have the choice of a wide range of providers offering a variety of services and plans to suit your needs*.

When you connect to the Opticomm fibre network you'll have access to plans of up to 1Gbps with faster speeds becoming available as demand grows.

*Service provider plan and availability will differ depending on location



Watching, working and learning

This new connection is designed to support your household to download large files, join online classes with ease, stream or download movies, listen to music, and join work video calls all at the same time on multiple devices, with less dropouts and a better experience, even during peak usage hours.



Gaming and playing

Fibre has less latency or delay than other connection types, so you'll have less lag and faster response times, making for a much smoother gaming experience.



Staying in touch

Fibre supports a more consistent connection and is less likely to be subject to interference from weather conditions. You'll be able to access online services or video call family and friends with fewer dropouts.

Building a new home? Here's how to get connected

When you're building a new home, it's the ideal time to consider how you'll wire your home to prepare for the connected lifestyle you plan to enjoy.

Talk to your builder about your preferences for internal data ports and make sure that cabling at your home is done correctly to connect you to the Opticomm network.

We've prepared an installation guide for your builder called 'Preparation & Installation guide for a single dwelling unit with TV' which is available to download on our website. Visit [opticomm.com.au/resources](https://www.opticomm.com.au/resources)



Once you're ready to connect, here's what you need to do:

Step 1 – Select

Contact your preferred service provider and choose a plan that suits your needs.

To view a full list of service providers*, visit [opticomm.com.au/service-providers](https://www.opticomm.com.au/service-providers)

*Service provider availability may vary by location.

Step 2 – Schedule

Make your connection payment (where applicable) to your service provider.

They will then schedule a technician appointment with Opticomm on your behalf.

Step 3 – Connect

An Opticomm technician will attend your premises at an agreed time to complete and install your Opticomm connection equipment.

Someone over the age of 18 years must be present at home during your connection appointment.

Step 4 - Enjoy!

Start streaming, working, learning, and playing via your FTTP internet connection.

Moving into an existing home

If you're moving into an Opticomm connected community, to a home that's already connected to our fibre network, here's what you need to do.

Step 1 – Check

The address search tool will confirm if your property is within an Opticomm connected community and if the equipment on your premises requires installation or any works before you can connect.

The search will return a list of properties which match the entered address. Simply select the one which best matches your property.

Visit [opticomm.com.au/check](https://www.opticomm.com.au/check)

Step 2 – Choose

Once your address is ready to receive services over the Opticomm fibre network, the next step is to contact your preferred service provider and choose a plan that suits your needs.

Visit [opticomm.com.au/connect](https://www.opticomm.com.au/connect) to view a full list of service providers*

Step 3 – Enjoy!

The Opticomm fibre network is built on future-focused technology so that you can stay connected to what matters most. If your needs change, please contact your service provider.

To learn more, visit [opticomm.com.au/residents](https://www.opticomm.com.au/residents)

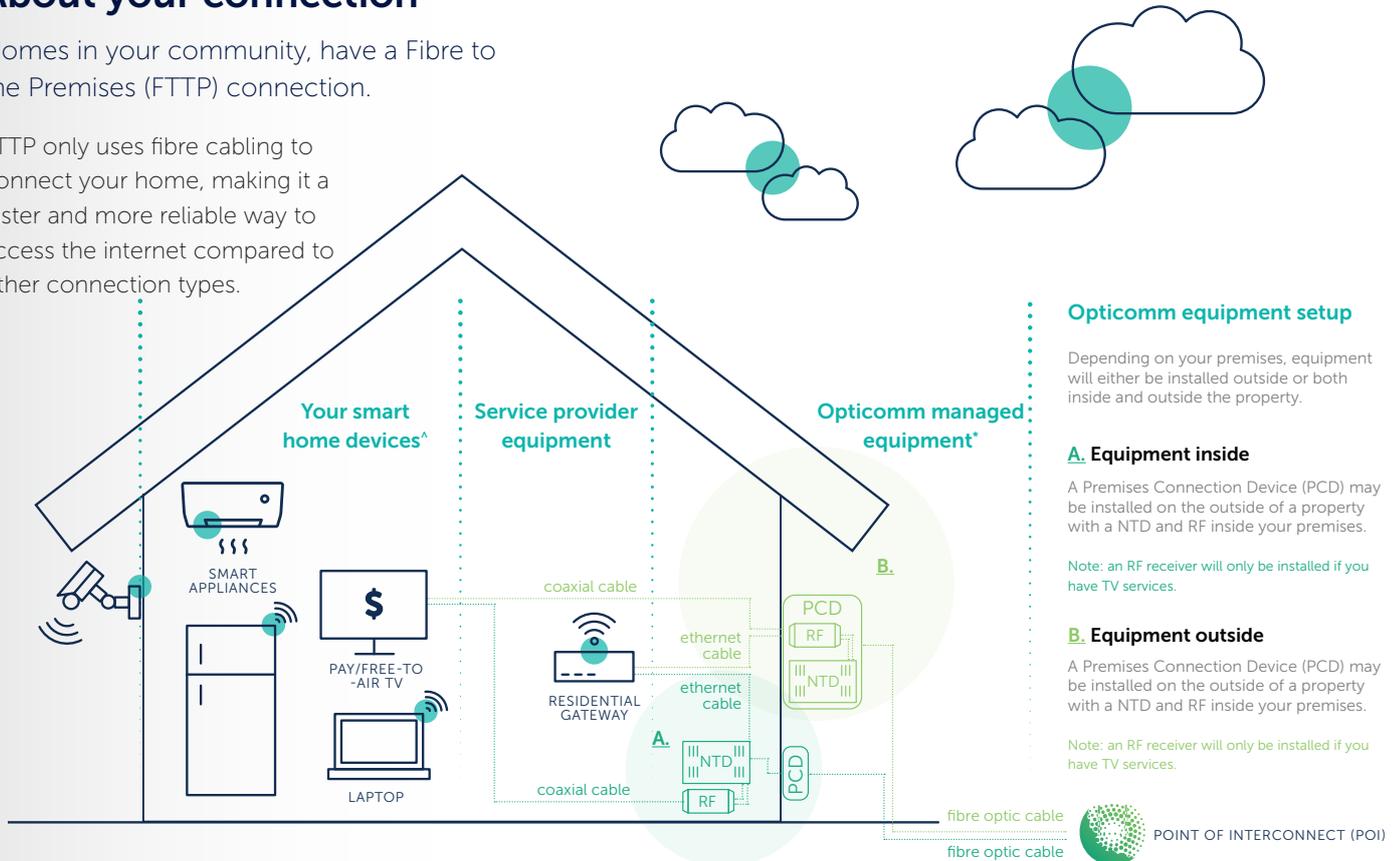
*Service provider availability may vary by location.



About your connection

Homes in your community, have a Fibre to the Premises (FTTP) connection.

FTTP only uses fibre cabling to connect your home, making it a faster and more reliable way to access the internet compared to other connection types.



Opticomm equipment setup

Depending on your premises, equipment will either be installed outside or both inside and outside the property.

A. Equipment inside

A Premises Connection Device (PCD) may be installed on the outside of a property with a NTD and RF inside your premises.

Note: an RF receiver will only be installed if you have TV services.

B. Equipment outside

A Premises Connection Device (PCD) may be installed on the outside of a property with a NTD and RF inside your premises.

Note: an RF receiver will only be installed if you have TV services.

Not sure who to contact?

Both Opticomm and your chosen phone and internet provider are responsible for individual components of your service. Knowing who you should contact when you need help or are experiencing problems may assist with getting a faster resolution.

Your phone and internet provider

Our network is one part of the overall network that your phone and internet provider utilises to deliver services to you.

Your phone and internet provider are responsible for phone and internet services and once connected you'll be able to enjoy support from your provider in relation to:

1. Upgrading or changing your services.
2. Questions about your existing service including speeds, service quality or reliability.
3. Loss of phone and/or internet connection.
4. Billing charges relating to your internet plans.

Because we're a wholesale provider, we don't sell phone and/or internet plans directly to the public. That's why in order to get support for these services, it's important that you contact your chosen provider.

Regulations restricts us from providing direct support to you in relation to troubleshooting your service connection. We also cannot disclose any personal information you provide to us through to your provider, that's why it's important that you contact them in relation to your services and they'll contact us for support, if required.

When to contact Opticomm

Opticomm has specific contact forms to help simplify your initial enquiries.

Arranging a first-time connection

- To arrange a first-time connection, the address checker tool will let you know next steps.

Visit [opticomm.com.au/check](https://www.opticomm.com.au/check)

- Questions about getting connected
- If for any reason your address is not listed, cannot be found, is displaying incorrectly or you need help to get connected.
- To discuss or reschedule a technician appointment you made directly with your provider

Visit [opticomm.com.au/contact/residents](https://www.opticomm.com.au/contact/residents)

We've contacted you

- And you have questions about our communication.
- To discuss or schedule a maintenance or upgrade appointment, we've made directly with you.

Free to air TV

- Report a free to air TV fault if your service runs over the Opticomm network.

Visit [opticomm.com.au/tvfall](https://www.opticomm.com.au/tvfall)

Other

- Report damage to Opticomm equipment.
- Discuss the behaviour of an Opticomm-approved contractor, technician or staff member.

Visit [opticomm.com.au/contact/residents](https://www.opticomm.com.au/contact/residents)

From the team at Opticomm, we hope you enjoy your new home and all the benefits of our superfast fibre network.





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