

# GETTING CONNECTED TO



## CONNECTING

Online: [www.opticomm.net.au](http://www.opticomm.net.au)  
Customer Connection Information  
Desk: 1300 137 800  
Email: [ccid@opticomm.net.au](mailto:ccid@opticomm.net.au)

## FOLLOWING CONNECTION







Technical support, queries and  
fault reporting contacts for the  
following;  
Freeview\*: 1300 044 319  
Foxtel\*: 131 999  
Internet: Your retail service  
Telephone: Your retail service

IMPORTANT NOTE: All installation and service  
issues/faults should always be directed to  
your Retail Service Provider. OptiComm staff  
will not accept any direct calls or Emails  
for service installation and/ or faults from  
residents. Your RSP will work with OptiComm  
to resolve any issues you may be encountering.

\*Please check with your developer to be sure  
of the services provided at your estate.

# HOW TO GET CONNECTED...

To connect your new home to the fibre  
optic network that will enable your TV\*\*,  
broadband, telephone and other services,  
you will need to:

-   Check that your property has  
OptiComm fibre available at  
[www.opticomm.net.au](http://www.opticomm.net.au)
-   Register your property with  
OptiComm online or call 1300 137 800
-   Confirm your connection with  
the return of documentation to  
OptiComm
-   Make payment of your  
connection fee
-   Agree to appointment time and date  
for connection
-   Call your preferred telephone,  
internet or pay TV\*\* service provider  
to request connection or find a  
participating service provider at  
[www.opticomm.net.au](http://www.opticomm.net.au)

# OPTICOMM FIBRE CONNECTED COMMUNITIES

THERE ARE MANY FEATURES AND SERVICES PROVIDED ACROSS OPTICOMM'S FIBRE NETWORK

## TELECOMMUTING

Access to superfast internet speeds ensures a great working experience from home.

## SCHOOLING

Enter a new world of learning by readily accessing content for school assignments and further education. University study just got easier with the ability to collaborate online promptly and securely across the globe.

## TELEPHONY

Using the phone at home will be the same as it is today.

## KEEPING IN TOUCH

Family and friends will never be far away when you can stay in touch via high definition video calls and live chats.

## PLAY IT YOUR WAY

Family entertainment on your terms – watch what you want, when you want with the capacity to view television\*\* in High Definition.

## ELECTRONIC GAMING ONLINE

With speed capabilities enabling multiple players worldwide enjoy high speeds connecting you to a new gaming experience.

# ASK YOUR BUILDER...

- Has your home been prepared in accordance with OptiComm's Cable Entry Guidelines?
- Has your in-home wiring for broadband, telephone, Freeview\*\* and Pay TV\*\* been installed in accordance with industry standards?

Note: The OptiComm Cable Entry Guidelines are available online at [www.opticomm.net.au](http://www.opticomm.net.au), should you require assistance with the information provided contact the OptiComm Customer Connection Information Desk by phoning 1300 137 800 or emailing [ccid@opticomm.net.au](mailto:ccid@opticomm.net.au).

It is very important that all in home wiring and cable entry work has been completed by your builder to avoid delays in getting connected.

