

Your fibre
activation guide



OPTICOMM



Understanding broadband services with Opticomm

Overview of broadband services

Opticomm is a wholesale, open access Statutory Infrastructure Provider (SIP) and cannot sell broadband services directly to residents. Instead, Opticomm provides wholesale services to Retail Service Providers (RSPs), who then sell these services to residents and manage ongoing relationships.

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Support and troubleshooting

For technical issues, residents must contact their RSP for troubleshooting and support. If the RSP identifies the issue as part of the Opticomm network, they will lodge a service ticket with Opticomm on the resident's behalf. Opticomm cannot investigate service issues until a ticket is lodged by the RSP.

Opticomm is unable to engage directly with residents regarding internet issues unless acting on behalf of the RSP. Residents should always contact their RSP for support.

Selecting an RSP

Opticomm offers a wide range of RSPs for residents to choose from, ensuring a competitive marketplace and ample choice. Opticomm frequently adds new RSPs to the network. For the most up-to-date list of available RSPs, please visit the Opticomm website:

<https://www.opticomm.com.au/service-providers/>



Connecting a broadband service

New residents moving into the development will need to select an RSP and sign up for a broadband plan directly with their chosen RSP.

Activating broadband services

Pre-installed equipment

Opticomm equipment is typically pre-installed in each home, so a technician visit is usually not required to activate the service.

Choosing and contacting an RSP

Residents simply need to choose an RSP from the list on the Opticomm website: Opticomm Service Providers, and contact the RSP either by phone or via their website. When calling an RSP, it is important to inform them that you are in an Opticomm FTTP estate.

Connecting the router

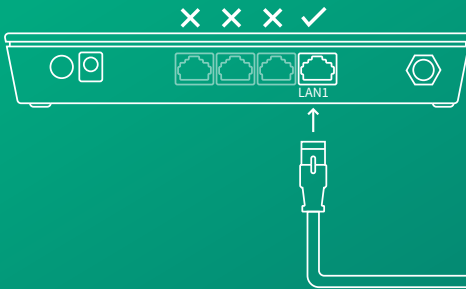
Once residents receive their router from their chosen RSP, they can connect it to the Opticomm ONT using the instructions provided by the RSP.



Connecting the router

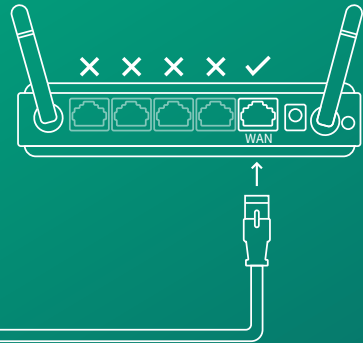
Opticomm ONT

Port may be labelled LAN1,
DATA 1, or 1



RSP Router

Port may be labelled Internet,
broadband or WAN



RSP router checks

- **Check router lights:** Verify the status of **Internet/WAN**, **Power**, and **Wi-Fi** lights using the **RSP router manual**.
 1. If **lights are correct** but Wi-Fi issues persist, **connect a laptop directly to the router with an ethernet cable**. If the internet works, **contact your RSP for Wi-Fi support**.
 2. If **lights indicate a problem** or the **internet doesn't work with a direct connection**, proceed to the next step.
- **Check connections:** Ensure **all plugs are fully inserted**, especially the **WAN port** connected to Opticomm ONT **LAN1/DATA1** port. Wait **1 minute** after correcting any loose connections and **test the internet again**. If it still doesn't work, proceed to the next step.



Do not remove the Opticomm ONT from its mounting to avoid damaging the fibre optic cable.

Connecting the router

RSP router checks

- **Power Cycle the RSP Router:** Turn off the router at the wall, wait 20 seconds, then turn it back on. Wait 1 minute for reconnection. If the internet still doesn't work, proceed to the next step.
- **Power Cycle the Opticomm ONT:** Turn off the **ONT at the wall, wait 20 seconds**, then turn it back on. **Wait 5 minutes for it to restart.** If the internet still doesn't work, proceed to the next step.

Opticomm ONT checks

1. Identify the brand and model of the **ONT** used in the residents' home.
2. Check the status lights and follow the troubleshooting steps for your specific **ONT**.

Tip: If lights are dim, try cupping your hands around the equipment to see them better.

If **ONT** checks do not resolve the issue, residents should call their RSP for further support.



Troubleshooting

Both Opticomm and RSPs are responsible for individual components of their broadband service. Knowing who they should contact when you need help or are experiencing problems may assist with getting a faster resolution.

When residents should contact their RSP

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

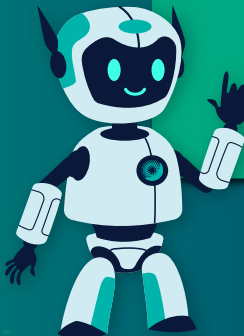
RSPs are responsible for phone and internet services and once residents are connected they'll be able to enjoy support from your provider in relation to:

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.



Further assistance

If additional setup assistance is needed, residents should contact their RSP for support.



When residents should contact their RSP

Because Opticomm is 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 services, it's important that residents contact their RSPs.

Regulations restrict Opticomm from providing direct support to residents in relation to troubleshooting phone and/or internet service. Opticomm also cannot disclose any personal information provided to us through the residents RSP, that's why it's important that residents contact them in relation to their services and they'll contact us for support, if required.

In the event a resident is experiencing an outage, they should first check the Opticomm Network status page, by entering their postcode to see if there are any outages in the area ahead of contacting their RSP.

<https://online.telco.opticomm.com.au/network>



When to contact Opticomm

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

Arranging a first-time connection

- To arrange a first-time connection, residents should use the address checker tool that will let residents know next steps. Visit: <https://opticomm.com.au/check>
- Questions about getting connected.
- If for any reason a residents 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: <https://opticomm.com.au/contact/residents>



When to contact Opticomm

Opticomm has contacted residents directly

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

Free to air TV

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

Visit: <https://opticomm.com.au/tvfault>



Other

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

Visit: <https://opticomm.com.au/contact/residents>



Reporting widespread outages

In the event of a widespread outage affecting many homes the development representative can contact Opticomm directly. They will need to provide the following information:

- Is it affecting all homes or just some?
- If some, obtain the impacted addresses or home numbers.
- Did the service ever work (e.g. are the homes occupied for the first time)?
- Are television services and intercoms working correctly at the impacted homes?
- Are there any power outages on-site?
- When did the problem start?

Please contact your Opticomm representative with the answers to these questions and the details of a site contact.

Individual TV faults

TV issues may present as no signal, degraded signal, or missing channels. Follow these steps to troubleshoot:

1. **Check RF receiver power:** Ensure the RF receiver is powered on. There should be a visible light on the device if it is connected to power.
2. **Check TV aerial cable:** Verify that the TV aerial cable is connected to both the aerial socket on the TV and the aerial socket on the wall plate.
3. **Test TV at Opticomm RF receiver:** Connect the TV directly to the Opticomm RF receiver to test the signal.
4. **Re-tune the TV:** Perform a re-tune on the TV to search for available channels.
5. **Check other aerial locations:** Test the TV at other aerial locations within the home.
6. **Check in-home cabling:** Have the builder or electrician check the in-home cabling for any issues.
7. **Lodge a TV Fault:** If the issue persists, ask the resident to lodge a TV fault at Opticomm TV Fault via the Opticomm website: <https://online.telco.opticomm.com.au/television-fault>

Reporting community-wide TV Issues

In the event of TV issues affecting all or a large number of homes within the community, the development representative should provide Opticomm with the following information:

1. Are all TV channels impacted, or only some?
2. When did the TV issues or outage start?
3. Are there any power outages in the village?
4. Have there been any recent storms?
5. Create a list of the impacted addresses. If multiple homes are in the same street or area, this may indicate a fault isolated to street equipment.

Once the above information has been gathered, please lodge a fault at Opticomm TV Fault and contact your Opticomm representative.



Resident FAQs

What happens to residents' services in a blackout?

Equipment connected to the Opticomm access network will not work during a power blackout. Consider having an alternative form of communication handy, such as a charged mobile phone. If residents have a medical alarm, advise them to speak to their equipment provider about alternative solutions. During a power failure, residents will not be able to make or receive calls, including to emergency services.

Residents can't find their address on an RSP's website?

It can take up to three months before new addresses are validated by official address verification services such as Australia Post. If residents can't find their address on an RSP's website, they'll need to contact RSPs directly by phone or email. Note: Registered addresses occasionally differ slightly from the address provided by the developer.

Is the ONT and its cables safe?

Yes, the ONT connection only uses fixed connections, which do not give off any wireless radiation.



What if residents accidentally damage Opticomm equipment?

Ask residents to speak to their RSP to have it repaired.

What happens to the Opticomm equipment if residents move?

All Opticomm-supplied equipment remains the property of Opticomm and should not be removed from the premises in which it's installed. Residents should speak to their provider when moving to switch your phone and internet services to your new address.

Resident collateral

Opticomm has a suite of collateral that can assist residents through the connection process and troubleshooting.

Connection guide



Resident information brochure – SDU / MDU





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For more info
visit Opticomm

