New Resident – Opticomm information sheet

Dear Resident,

OptiComm is one of Australia's largest open access, Fibre-to-the-Premises (FTTP) wholesale network infrastructure operators, servicing the new residential housing, apartment, and commercial building markets.

OptiComm's telecommunication network provides high-speed broadband internet, telephone, data, entertainment, and other telecommunication services to end user consumers via third party providers of retail internet and other telecommunication services (Retail Service Providers).

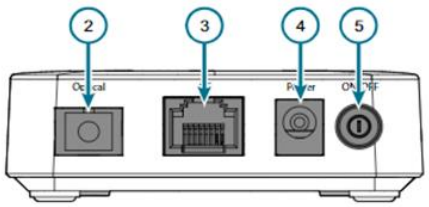
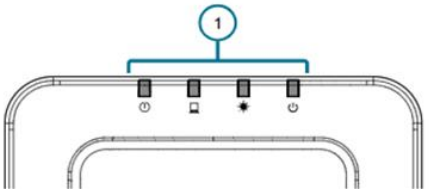
To assist you with troubleshooting of the Opticomm network equipment in your property we have created this simple guide.

Please refer to the contact details below for fault resolution

INTERNET/PHONE FAULT – Contact your internet provider directly

FOXTEL FAULT – Contact Foxtel directly on 13 19 99

FREE TO AIR TV FAULT – Contact OptiComm on 1300 044 319

OptiComm's network equipment is referred to as the ONT and is pictured below. Please call the relevant support line listed above for fault restoration assistance.

Callout	Description
1	LEDs
2	GPON fiber interface
3	1 GE, RJ-45 Customer LAN Connection
4	Power Connection for the Supplied AC to DC Power Converter (12 V)
5	On/Off button