



1

Upgrading

Pre-Ready for Order

We upgrade the access network in your area

We're upgrading the legacy Telstra network so you can enjoy enhanced internet services and superfast speeds.

During this phase nothing will change. Telstra remains your wholesale network provider until the transition to the upgraded Opticomm access network.

Your current phone and internet provider will let you know when it's time to place an order ahead of making the switch with an Opticomm service provider or you can check your address online.

Tip. To check your address or find out more about making the switch to our upgraded access network visit opticomm.com.au

2

Ordering

Ready for Order

You order a plan and book a technician appointment

Once we've upgraded the access network in your area you'll enter the Ready for Order phase. During the Ready for Order phase you need to do these 2 things:

1. Order a plan with your preferred phone or internet provider for phone, internet and other services.
2. Book an appointment for an Opticomm approved technician to upgrade the equipment at your premises that connects to the internet.

Tip. Some providers will book a technician for you or you can book one yourself using our address checker at opticomm.com.au

3

Connecting

Transition

We connect your new equipment and services

We're working to make the transition as smooth as possible, however, it won't be automatic.

To avoid disconnection, it's important to schedule your technician appointment within the 4-day Transition Window for your address.

Once the technician has upgraded the equipment that connects your place to the internet, your services will be active on the new network.

Ensure you attend your technician appointment. If you miss it or reschedule outside the Transition Window your service will be disconnected and you'll need to reschedule.

Tip. Someone 18 years or over needs to be present or we won't be able to connect you.

4

Accelerating

Post Transition

You enjoy superfast internet with your preferred provider

Once you're connected to the new network you can start to enjoy enhanced internet services and superfast speeds.

If your needs change, simply contact your service provider to get support or move to a new plan that better suits your needs.

You can always find an up-to-date list of service providers available in your area at opticomm.com.au

Tip. Orders placed 10 days from the Transition Window end date for your area may incur a charge. So don't delay making the switch!