Final steps to get you connected to the Opticomm network.
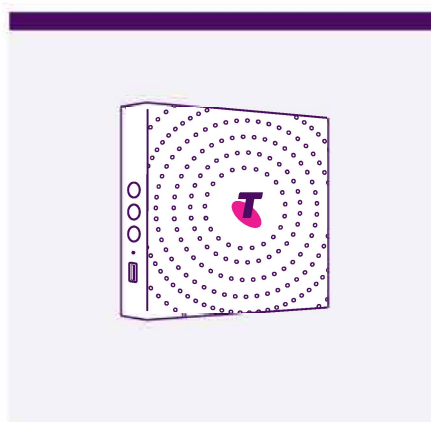
To ensure you have a smooth transition, we have listed instructions to help you get ready.

Before you get started you will need the following:
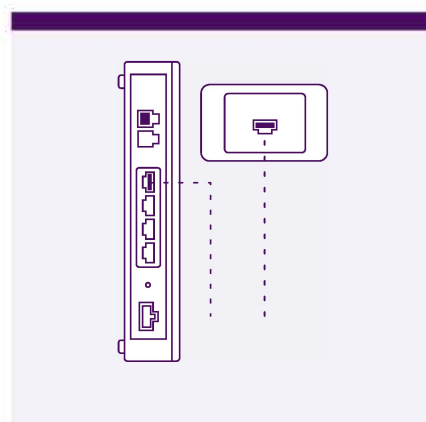

Your Telstra Smart Modem.

This should have been delivered to you by now. If you do not have your Telstra Smart Modem please call us on 13 22 00 and say 'Opticomm'.

Your home phone.

This can be a cordless or corded phone.

Velocity connection box.

Did you request to keep your current phone number?

If you requested to keep your current phone number, we will need 3 days to transfer your number to the Opticomm network. You will receive a temporary phone number to receive calls. We will send you a letter with the new temporary phone number.
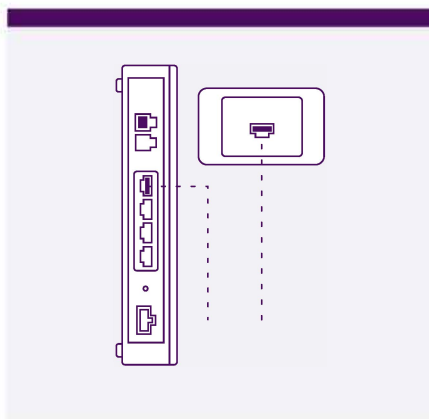
You can check the number of your service at any time by calling 127 22 123, this automated service will announce back the current number for your phoneline.

Please follow the steps below:

Step 1.

Remove the phoneline cable from the Velocity connection box or phone socket.

You can locate the phoneline cable and Velocity connection box by following the cable from your home phone.

The phoneline cable will ultimately be plugged into the Velocity connection box or phone socket on the wall. Unplug it from this point.

Step 2.

Phone 1   Phone 2
Telstra Smart Modem 3

PSTN   Phone
Telstra Smart Modem 2
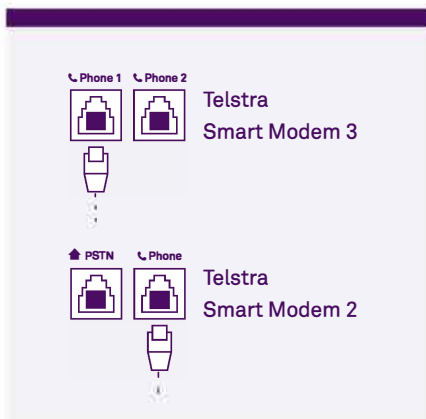
Plug the phoneline cable into your Telstra Smart Modem.

There is a green port on the back of the Telstra Smart Modem

Note: Depending on the model of the Telstra Smart Modem there may be two green ports marked: Phone 1 and Phone 2. You will use the green port named Phone 1 for the rest of these instructions.

Insert the end of the phoneline cable you unplugged in step 1 into the green port (or green port labelled Phone 1).

Step 3.

Check for a dial tone on your phone.

Your home phone should now be working and you should be able to receive and make phone calls.

If you don't hear a dial tone, please switch off the Telstra Smart Modem, wait 30 seconds and switch it back on.

If following this you still do not hear a dial tone, you will need to call us on 13 22 00 and say 'Opticomm'

Still having issues?

📞 Call us on 13 22 00 and say 'Opticomm'.

🏪 Visit your local Telstra Store