

Getting started guide

Welcome to Ocom, we're thrilled you're with us!

This quick guide is designed to help you get set up, answer some of the common questions you might have, and help you make the most of all the benefits that come from being with Australia's No.1 rated Internet provider.



Contact & Support

Get fast, multi-lingual assistance 365 days a year.

Support Phone Line: 1300 299 999

Support Email Channel: support@occom.com.au

8am – 10pm AEST 365 days a year



Billing Information

First Bill Information

Registration & Billing:

1. Select your plan, contract term and router.
2. Submit your service address and personal information.
3. Provide your payment details and complete your registration.
4. Ocom will collect the first month's payment in advance. Your billing cycle will begin from the date your service is activated.

Your First Bill Usually Includes:

1. The monthly service fee for your first complete billing cycle.
2. One-off charges, where applicable, including: New Development Charge, Router fees, Delivery fees.

Initial Payment Methods

Automatic Payment

After you submit your payment information, the system will automatically process the payment.

Manual Payment

You can complete the payment yourself using the amount and payment information shown on your bill.

Monthly Billing Information:

Except for your first bill, all future bills will be generated monthly according to your billing cycle.

Bill Delivery: Your bill will be sent to your registered email address seven days before each billing date, allowing you to review it in advance.

Payment Due Date: Please complete your payment before your monthly billing date to avoid a Late Payment Fee. When using automatic payment, please make sure there are sufficient funds available in your account. If the payment fails on the billing date, a Dishonour Fee may apply.

Understanding Your Bill: For detailed information about charges and billing items, please refer to the [Ocom Bill Explainer Guide](#).



Exclusive Member Benefits

As an Occom customer, you can enjoy the following exclusive benefits

Occom Mobile SIM 10% Discount:

Occom also provides mobile SIM services.

As an Occom internet customer, you can receive a 10% discount when subscribing to an eligible Occom mobile plan.* [Click here to view plan details.](#)

Refer-a-Friend Rewards:

Share your Customer Number with a friend. For every new customer you successfully refer who activates an Occom service, you and your friend will each receive a \$50 bill credit.**

Exclusive Microsoft 365 Discount:

Subscribe to Microsoft 365 Family through the [Microsoft 365-HOME-Occom](#) partnership page and receive a 15% discount.

Exclusive Fetch TV Offer:

Purchase a Fetch device through the Occom partnership offer and receive \$30 off, plus one month of access to 40+ premium channels and a \$7.99 movie credit.

The 10% discount does not apply to PAYG plans.* [Terms and conditions apply](#)



How to Change Your Plan

Need more speed for gaming, working from home, or 4K streaming? Changing your plan takes no time at all.

1. Contact the Occom Customer Support team to request a plan change.
2. Select your preferred speed plan. You may be able to upgrade to our ultrafast 2000/500 Mbps plan.
3. Once confirmed, plan upgrades are usually completed on the same day.
Plan downgrades will take effect from your next monthly billing date.



Self-Help Resources & Speed Optimisation

Maximise your connection using our engineering team's curated deployment advice.

Optimal Router Placement: Read our [Modem Position Optimisation Guide](#) to eliminate physical household black spots. Place your router centrally, elevated, and clear of concrete walls or large appliances.

Troubleshooting Wi-Fi Dropouts: Access our interactive walkthroughs in the official [Occom FAQ Help Center](#).

Let's get social!

For more content, tips, news and more you can connect with us on social media. Check us out on:



Facebook



Instagram



Whatsapp