

Welcome to Occom, 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 299 266

Support Email Channel: support@occom.com.au

8am – 10pm Sydney time 365 days a year



Your Billing Cycle

We keep things simple and predictable with our standard billing procedures

Invoice Delivery Date:

Your invoice is generated on the 1st business day of each month.

Payment Due Date:

Payments are automatically processed or due by the 4th of each month to avoid manual payment fees.

Pro-Rata Charges:

Your very first bill will include the remaining partial days of your initial month plus your first full month in advance.

Bill explainer:

We have also created a handy visual bill explainer you can view [here](#).



Your First Invoice

Understanding Your First Invoice

Registration & Payment:

You will receive a registration email. Once you have confirmed that all registration details are correct, please follow the instructions in the email to complete your account registration and initial payment.

Initial Charges:

Your initial payment will be collected prior to the activation of your service. Monthly charges will commence from your service activation date (Billing Date).

Your first invoice may include:

- Charges for the first full billing cycle
- One-off charges such as NDC fees, router fees, postage fees, or other applicable charges
- After your first invoice, future invoices will be generated monthly according to your billing cycle.

Invoice Delivery Date:

Your invoice will be sent to your registered email address 7 days prior to each Billing Date, allowing you sufficient time to review your bill.

Payment Due Date:

Please ensure payment is made by your Billing Date, or that sufficient funds are available for automatic payment processing, to avoid any Late Payment Fees.

Bill Explainer:

To better understand the charges and items shown on your invoice, please refer to our Bill Explainer Guide.



Exclusive Member Benefits

As part of our community, you gain immediate access to these premium perks:

10% of Ocom Mobile:

Did we mention we do Mobile plans too? As an Internet customer you get 10% off all our mobile plans. [You can check them out here.](#)

Refer-a-Friend Rewards:

Share your Customer ID with friends. Get a \$50 bill credit for each successful signup, and your friend gets \$50 off too!

Microsoft 365 Discount:

Save 15% instantly on household productivity software through our partnership portal on [Ocom Microsoft 365.](#)



How to Upgrade or Downgrade Your Service

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

- All you need to do is email support@ocom.com.au
- Select your desired speed tier (up to our ultra-fast Lightning 1000/100 plan).
- Confirmed upgrades/downgrades are typically provisioned the same day with \$0 plan upgrades and \$50 fee for downgrades.



Self-Help Resources & Speed Optimization

Maximize 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 [Ocom FAQ Help Center.](#)

Let's get social!

Formorecontent,tips,newsandmore you can connect with us on social media. Check us out on:



Facebook



Instagram



Whatsapp