

LIGHTFAST NETWORKS · GPON FTTH

VOCPhone on LightFast GPON Fibre | New Estates

You get the keys, walk the rooms, and realise there's no phone socket anywhere. That's not an oversight, it's the point. Here's what symmetrical fibre to the home gives you instead, and how to get a proper business number on it.

New fibre estates are built without copper on purpose, so there's no landline, and no phone number attached to your address. What replaces it is better: a number that lives in the network, rings your computer, mobile and any handset at once, and works from anywhere. LightFast Networks builds open-access fibre in new Australian communities, symmetrical speeds up to 10 Gbps over a 400 Gbps backbone, a 99.95% uptime guarantee, Australian engineers, and 100+ retail providers to choose from. Because it's glass all the way with nothing powered in the street, it eliminates the physical causes of bad calls: distance, crosstalk, damp copper and street cabinets. And because it's symmetrical, your calls and video meetings finally have upstream headroom, which matters far more than any download figure.

The short version

What ruins calls	On copper (FTTN, FTTC, old lines)	On GPON fibre to the home
Distance from the cabinet	Real, your performance depends on how far away you are	✓ Not a factor across an estate
Crosstalk from neighbours	Real, and worse when the street is busy	✓ Physically impossible in glass
Damp and corrosion	The classic intermittent fault, fine when dry, awful after rain	✓ Nothing metallic to corrode
Powered street cabinets	Present, and a shared failure point for the neighbourhood	✓ Passive, no power in the field
Electrical interference	Real, copper is an antenna	✓ Light is immune
Upstream congestion	Severe on lopsided plans, the top cause of bad calls in offices	Solved by symmetrical service, not by fibre alone

■ Also worth knowing

The old constraint	What changes on symmetrical fibre
You hand out your personal mobile because a "real" phone line costs too much and ties you to a desk.	A proper business number with an auto-attendant, business hours and a professional greeting, set up in an afternoon, no socket required.
Client video calls make you look amateur because your upstream can't hold a camera.	Untimed HD video for up to 30 people. You stop apologising for your connection to somebody assessing your professionalism.
Calls go to voicemail while you're on site or with a client, and half of them never ring back.	Calls follow you to the app, and an AI agent answers what you can't, see what missed calls cost tradies.
Quotes and confirmations go by email and get lost.	Two-way SMS from the same business number people ring.
Everything lives in your head because there's no system.	Calls, notes and recordings landing in your CRM automatically.

This is an upgrade, not a gap

Your phone number now lives in the network instead of in your street. It rings your computer, your mobile and any desk handset you add, all at the same time. It works from the new place, the old place, the car and a client's office. And it does things a copper line never could: an AI agent that answers after hours in a natural Australian accent, two-way SMS from the same number people ring, and untimed HD video meetings for up to 30 people.

■ Questions the full guide answers

- ☐ There is no phone socket in my new place. Is that a mistake?
- ☐ What is LightFast Networks and how is it different from nbn?
- ☐ What does GPON mean, in plain English?
- ☐ Why does symmetrical fibre matter for phone calls and video meetings?
- ☐ Do I need to buy phones, or does it run on apps?
- ☐ What are the honest downsides of fibre like this?
- ☐ How do I get connected, and how long does it take?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call 1300 663 222 or visit vocphone.com/about/contact-us.