Understanding nbn Network Shortfalls: Planned Remediation Date (PRD) and Order Status

In rare instances, the nbn™ network may not be fully accessible at a property. This can hinder the completion of the installation appointment, leading to the order being placed on hold status. This scenario is referred to as a **'network shortfall'**.

What is a 'network shortfall' on the nbn™ network?

A 'network shortfall' occurs when the necessary infrastructure work for nbn™ connection hasn't been completed at a property, indicating it's not yet ready for nbn™ connectivity.

What does nbn™ do when a network shortfall is identified?

When a network shortfall is identified, nbn™ sets a Planned Remediation Date (PRD) to address the issue. This date indicates the target date for nbn™ to resolve the identified issue.

What happens if an nbn™ order is placed on HELD status?

If an nbn™ order is placed on HELD status, it undergoes assessment by the nbn™ HELD orders team, with a Planned Remediation Date (PRD) typically provided within 5 – 10 business days.

Is the Planned Remediation Date (PRD) an appointment or connection date?

No, the Planned Remediation Date (PRD) is not an appointment or connection date. It simply signifies the date by which nbn™ intends to resolve the identified issue.

What occurs after nbn™ provides a Planned Remediation Date (PRD) for an order?

Once nbn™ provides a Planned Remediation Date (PRD) on your order, we will promptly notify you. After the PRD has passed and/or the issue is resolved, nbn™ removes the order from HELD status. We can then reschedule your installation appointment to connect your internet service.

Who manages the connections for nbn™?

All connections are managed directly by nbn™ using private contractors. SpinTel has no control over this process. However, we'll keep you informed throughout and notify you of any scheduled appointments.

Online URL:
https://articles.spintel.net.au/article/understanding-nbn-network-shortfalls-planned-remediation-date-prd-and-order-status.html