

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

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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>