

Why is my NBN Order On-Hold?

There are various reasons why your order has been placed on hold. This could either be requested by yourself or an issue has been identified upon placing the order. Please refer to the table below for more information.

ON HOLD TYPE	REASON	ACTIONS REQUIRED	TIMEFRAME
NBN PRE-SALE	This means that the address is not yet ready for ordering. If available, an Estimated date of availability would be provided. Alternatively, you may check this via www.nbnco.com.au	No action is required from the customer. We just need to wait for the availability of the service for the address.	No exact time frame but it would depend on the roll out date set by NBN Co. However, our team checks the orders for availability multiple times in a week and will advise the customer once available.
AWAITING FNN FROM END USER	This applies to FTTN/B or FTTC technology types. It means there is an active copper line at the address, and we need to get the ULL ID or the telephone number to proceed with the order.	<p>If you have a phone number, please supply this by responding to the email. In case you just moved into this address, you can check the active phone number by plugging in a handset to the wall socket, dial 127 22 123 and an automated system should read out the phone number.</p> <p>If you get are not getting a tone, please advise our team, and supply a POD (Proof of Address) while sending the response through.</p>	A ticket would need to be raised to our NBN carrier upon receipt of the acceptable POD. Timeframe may be between 3-5 business days.
PRD - PLANNED REMEDIATION DATE	During an appointment, a technician may identify issues that may prevent them from proceeding with the connection of the service. During this this time NBN Co conducts detailed investigation, and custom design and build works on a case-by-case basis to remediate premises.	NBN Co. would advise if there are any actions required from the end user, this would be shared by our team. If not and the completion of the issue is from NBN Co. our team would monitor its completion and would advise accordingly.	A Planned remediation date is usually provided by NBN Co, 2-3 Business days after the initial tech visit. There was no upper limit on how long NBN Co could take to fix the issues identified.

AWAITING INVOICE FROM END USER	<p>This happens when a customer requested to port a phone number. The team is unable to proceed with placing an NBN Order without having the port submitted and accepted. This generally applies to FTTC orders.</p>	<p>The customer must provide their telephone invoice (must be within 3 months) with the phone number indicated on the invoice.</p>	<p>For a simple port, it usually takes 7 - 10 business days or depending on how quickly the losing provider can release the phone number. The losing carrier provides the port date.</p>
SERVICE ADDRESS NOT REGISTERED	<p>It means the address is not coming up on the NBN Co. portal for ordering. It could be a part of New Development or a newly registered address.</p>	<p>A proof address must be provided. Acceptable documents for a POD include:</p> <ul style="list-style-type: none"> - Current Fixed Utility Bill (Water, Electricity or Gas) - A current insurance document, specific to the address (e.g. Business or Home & Contents) - Certificate of Title of the land. <p>Or</p> <ul style="list-style-type: none"> - A signed Lease agreement. 	<p>Timeframe for address registration may take 7 to 10 business days. This may take longer depending on the advice of NBN Co.</p>
MISSING NBN EQUIPMENT	<p>During ordering, a question is asked whether an NBN equipment (NTD/NCD) is on site. This means you have either answered No or Unsure.</p>	<p>No actions required from the customer at this point.</p>	<p>An appointment would need to be requested from NBNCo. to install another equipment. Our team would request this to be booked with our NBN Carrier. Timeframe for the installation would be between 1-3 weeks.</p>

<p>IN TRANSIT ORDER WITH ANOTHER PROVIDER</p>	<p>This means that there is an order submitted by another provider for the same address and has not been cancelled yet.</p>	<p>The customer must call that provide and request to cancel the order. Otherwise, we could not proceed with the order.</p>	<p>This would be dependent on the previous provider's action. It usually takes 3-5 business days for the order to be released of the line upon successful cancellation.</p>
<p>CUSTOMER INPUT REQUIRED</p>	<p>The order cannot proceed as the team is awaiting information from the end user. Example could be waiting for the New Development Charge Payment, or anything that depends on the customer's advice.</p>	<p>The customer must provide their confirmation as soon as practicable so the order may progress.</p>	<p>Timeframe would depend on the end user's confirmation to proceed with the order.</p>
<p>FURTHER INFORMATION REQUIRED</p>	<p>This could mean various reasons, example when there are multiple CPIs or copper lines on the address and the customer could not identify the number, Order is not progressing wherein an appointment has not been allocated and is past the time frame or the order is not going to Provisioned state, etc.</p>	<p>The team would advise whether further action is required from the customer at this stage. However, this on hold reason may also apply for internal issues identified upon ordering which would need to be raised to the carrier.</p>	<p>If the error is internal, a ticket would be raised to the carrier for investigation. An update would be provided within 3-5 business days.</p>