

NBN Co hits pause on HFC rollout - blueAPACHE

Canonical: <https://www.blueapache.com/blog/nbn-co-hits-pause-on-hfc-rollout>

Details:

2017

NBN Co has announced that it will pause all hybrid fibre co-axial (HFC) activations for the next six to nine months while it addresses a number of service issues. During this period, NBN Co will implement new initiatives designed to improve the quality of service for existing nbn HFC end-users that already have the service today. Once that is complete, the improvements will be extended to future areas, continuing with the rollout sequence as before. The stop-sell is effective from 11 December 2017 and any premise that does not have an active or in-flight order (including held orders) service order by this date will be rolled back to Service Class (SC) 20. This includes SC21, SC22, SC23 and inactive SC24. If the SC24 premise has an active service at 11 December 2017, nbn will accept Modify and Service Transfer (churn) orders. If the SC24 premise does not have an active service at 11 December 2017 it will be rolled back to SC20. Existing nbn HFC services will continue to be maintained. All other nbn fixed line and wireless technology types can continue to be ordered and will be provisioned as normal. blueAPACHE specialise in providing reliable and flexible data and internet connectivity to our clients. Our diverse carrier relationship ensures that we can provide MPLS service using any combination of Ethernet, broadband and wireless using a mix of vendors that results in a seamless, secure, fit for purpose network. If you are seeking a reliable broadband solution for your business, contact the blueAPACHE network team .

What did NBN Co announce regarding HFC activations?

NBN Co announced that it would pause all hybrid fibre co-axial (HFC) activations for the next six to nine months while it addresses a number of service issues.

Why is NBN Co pausing HFC activations?

NBN Co is pausing HFC activations to address a number of service issues and to implement new initiatives designed to improve the quality of service for existing nbn HFC end-users before extending improvements to future areas.

When did the HFC stop-sell take effect?

The stop-sell was effective from 11 December 2017.

What happens to premises without an active or in-flight HFC order by the stop-sell date?

Any premise that does not have an active or in-flight order (including held orders) by 11 December 2017 will be rolled back to Service Class (SC) 20, including SC21, SC22, SC23 and inactive SC24.

What happens to SC24 premises that have an active service at the stop-sell date?

If the SC24 premise has an active service at 11 December 2017, nbn will accept Modify and Service Transfer (churn) orders.

What happens to SC24 premises without an active service at the stop-sell date?

If the SC24 premise does not have an active service at 11 December 2017, it will be rolled back to SC20.

Will existing nbn HFC services be affected by the pause?

No, existing nbn HFC services will continue to be maintained despite the pause on new activations.

Can other nbn technology types still be ordered during the HFC pause?

Yes, all other nbn fixed line and wireless technology types can continue to be ordered and will be provisioned as normal.

Who should businesses contact for a reliable broadband solution according to your article?

Businesses seeking a reliable broadband solution should contact our network team via the contact page referenced in the article.