

# Bigpipe Network Maintenance

## 8th April 2019

**WHAT:** Scheduled maintenance is due to take place between 11:00PM 8th April 2019 and 4:00AM 9th March 2019.

**WHO:** A number of Bigpipe UFB connections around the Pay of Plenty will be affected.

**WHY:** Ultrafast Fibre is performing scheduled maintenance to core network hardware.

**IMPACT:** You will lose connection to the internet for a time between 11PM and 4AM the next day.

If your connection doesn't come back automatically after 4am on the 9th of March, please restart your modem or router, and the ONT. Just unplug the power for 30 seconds, then reconnect it.

If your connection is still down after 4am on the 9th of March 2019 after restarting your equipment, please get in touch with our support team via <https://www.bigpipe.co.nz/contact-us>

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## If Your Internet Is Bad You Will Feel Bad

Hate slow internet? Well, you should. It could be shortening your life.

Ericsson Consumer Lab did a sure-to-be-completely-scientificallly-legit study that suggests that slow internet

can literally drive you crazy. Well, not crazy, but it will drive your heart rate up.

Web page loading delays led to an average of 38 percent heart rate increase. Video stream delays caused stress levels to increase by a third. It's easy to imagine that if you were really on edge, as many people are in our fast-paced modern world, this could *literally kill you*. Killed by bad internet. Damn. That's a bad look for your tombstone.



The study looked at participants' "brain activity, eye movements and pulse while completing tasks such as browsing web pages and watching video clips." Sadly, there was no mention of what *sort* of video clips participants were watching, because, as anyone can tell you, [some](#) online videos are [much more pulse-pounding](#) than [others](#).

"To put (the results) in context, the stress incurred is equivalent to the anxiety of taking a maths test or watching a horror film alone, and greater than the stress experienced by standing at the edge of a virtual cliff," the report said.

Dear. *God*.

At Bigpipe, we were already doing everything we could to make everyone's internet nice and zippy, as evidenced by our multi-award-winning ads\* but now our mission has even more importance. Say bye-bye to buffering today, which is a seriously big deal. Do you know what else is a big deal? Getting your first 3 months free, when you [sign-up](#) to any Bigpipe unlimited broadband plan on a 12-month contract term.

It might save your life.

\*At some indeterminate point in the future. Maybe.

Offer is available for new customers and ends 31 Jan 18. Includes free Bigpipe modem and connection (worth \$148). Ts & Cs [apply](#).

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## Bigpipe Network Issue 22 May 2018

**WHAT:** An unexpected network outage has occurred as of 11:40am 22 May 2018.

**WHO:** UFB customers in the Palmerston North region may be experiencing trouble getting online.

**WHY:** We have experienced a loss of connectivity between us and Chorus.

**IMPACT:** Customers on UFB in the Palmerston North region may be experiencing trouble getting online.

We are investigating a loss of connectivity on our network. We will update this page as new information becomes available. We

apologise for any inconvenience caused.

Update 22-05-2018 13:03:33 – Technicians are on site investigating.

Update 22-05-2018 14:13:13 – Technicians on site found and remediated an issue with an SFP. If you are still experiencing trouble with your connection please restart your modem/router. If you continue to have trouble please get in touch with our [support team](#).

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# Bigpipe Network Maintenance 28th February 2018

**WHAT:** Scheduled maintenance is due to take place between 11:00pm 28th February 2018 and 6 AM 1st March 2018.

**WHO:** A number of Bigpipe connections around the South Island will be affected.

**WHY:** Bigpipe is performing scheduled maintenance to core network hardware.

**IMPACT:** You will lose connection to the internet for a time between 11PM and 6AM the next day.

If your connection doesn't come back automatically after 6am on the 1st of March, please restart your modem or router. If you're on one of our fibre plans, restart the ONT as well. Just unplug the power for 30 seconds, then reconnect it.

If your connection is still down after 6am on the 1st of March 2018 after restarting your equipment, please get in touch with our support team via <https://www.bigpipe.co.nz/contact-us>

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# Bigpipe Network Maintenance 8 February 2018

**WHAT:** Scheduled maintenance is taking place between 1 AM and 6 AM on Thursday 8th February

**WHO:** A small number of Bigpipe connections will be affected.

**WHY:** Bigpipe is upgrading network hardware.

**IMPACT:** You will lose connection to the internet for a time from 60 – 120 minutes between 1 AM and 5 AM.

If your connection doesn't come back automatically, please restart your modem/router. If you're a fibre customer, restart the ONT as well.

If your connection is still down after restarting your equipment, check out our network status page. If there is no widespread or ongoing outage, use our support resources at [bigpipe.co.nz/support-centre](http://bigpipe.co.nz/support-centre).

Some customers may experience lower speeds for a limited time after the scheduled maintenance. This shouldn't last long. If your connection is still slower than normal 24 hours after the scheduled maintenance, please check out our [Big Guide To Improving Your Broadband](#) or visit [bigpipe.co.nz/support-centre](http://bigpipe.co.nz/support-centre).