

# 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](#).