

Bigpipe Network Maintenance 1

– 3 August 2016

WHAT: scheduled maintenance is taking place between 1 AM and 6 AM on 1, 2, & 3 August, as part of work we're currently doing to future-proof our network for IPv6 implementation.

WHO: Between 100 and 1000 connections will be affected.

IMPACT: Your connection will be interrupted for between 5 and 30 minutes. The upgrade should take less than 30 minutes, and your connection should come back up automatically. If your connection doesn't come back automatically, please restart your router (and your ONT, if you're a fibre customer.)

We do not expect any ongoing network difficulties or outages from this scheduled maintenance, but if any arise, we will update our [Network Status](#) page accordingly.

If connection difficulties persist, please visit bigpipe.co.nz/support-centre and log a support ticket.

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.