

Bigpipe Network Maintenance

11 August 2016

WHAT: scheduled maintenance is taking place between 12:30 AM and 7 AM on Thursday 11 August.

WHO: Up to 1000 connections will be affected.

IMPACT: There will be instability on your connection between 12:30 AM and 7 AM. You may not be able to connect consistently, or at all, to the Internet during this time. From 7 AM your internet connection should return to normal.

If your connection doesn't come back automatically, please restart your router (and your ONT, if you're a fibre customer.)

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.

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.