

# Bigpipe Network Maintenance

## 14 June 2016

**WHAT:** scheduled maintenance is taking place between 3 AM and 4 AM on Wednesday 14 June, as part of work we're currently doing to future-proof our network for IPv6 implementation.

**WHO:** Around 600 customers will be affected.

**IMPACT:** 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.)

If connection difficulties persist, please visit [bigpipe.co.nz/support-centre](http://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](http://bigpipe.co.nz/support-centre).