

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>