

Bigpipe Network Maintenance

8th April 2019

WHAT: Scheduled maintenance is due to take place between 11:00PM 8th April 2019 and 4:00AM 9th March 2019.

WHO: A number of Bigpipe UFB connections around the Pay of Plenty will be affected.

WHY: Ultrafast Fibre is performing scheduled maintenance to core network hardware.

IMPACT: You will lose connection to the internet for a time between 11PM and 4AM the next day.

If your connection doesn't come back automatically after 4am on the 9th of March, please restart your modem or router, and the ONT. Just unplug the power for 30 seconds, then reconnect it.

If your connection is still down after 4am on the 9th of March 2019 after restarting your equipment, please get in touch with our support team via <https://www.bigpipe.co.nz/contact-us>