

# Bigpipe Network Maintenance 9 November 2016

**WHAT:** scheduled maintenance is taking place between 1 AM and 6 AM on Wednesday 9 November.

**WHO:** Up to 1000 fibre connections will be affected.

**WHY:** Chorus is upgrading the firmware on a number of ONTs.

**IMPACT:** You will lose connection to the internet for a time from 10 – 30 minutes between 1 AM and 6 AM.

If your connection doesn't come back automatically, please restart your router and ONT.

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](http://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](http://bigpipe.co.nz/support-centre).