

# Bigpipe Network Maintenance

## August 2016

**WHAT:** scheduled maintenance is taking place on Bigpipe connections from 17 August until the beginning of September.

**WHO:** Any Bigpipe connection may be affected. We are processing customers in batches to provide the least possible interruption to service. Approximately 300 Bigpipe connections may be affected on any one day. Once your connection has been processed, it is unlikely to be affected again. We are sending emails and push notifications via the Bigpipe app to affected customers.

**IMPACT:** Until the end of August, there may 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](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).