

Bigpipe Planned Network Maintenance July 6 – July 21

WHAT: Scheduled maintenance is taking place on the Bigpipe network between July 6 and July 21, to allow Chorus to implement software upgrades.

WHO: Approximately 1000 customers will be affected in a variety of locations throughout New Zealand.

IMPACT: Minor impact. Most customers will not notice the service interruption. If your connection is affected, it will be interrupted for up to 30 minutes between 1 and 6 AM. Your connection should come back up automatically. If your connection doesn't come back up automatically, please restart your router (and your ONT, if you're a fibre customer.)

We do not expect any ongoing network difficulties or outages from this scheduled maintenance, but if any arise, we will update our [Network Status](#) page accordingly.

If connection difficulties persist, please visit 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.