

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>

Bigpipe Network Issue 22 May

2018

WHAT: An unexpected network outage has occurred as of 11:40am 22 May 2018.

WHO: UFB customers in the Palmerston North region may be experiencing trouble getting online.

WHY: We have experienced a loss of connectivity between us and Chorus.

IMPACT: Customers on UFB in the Palmerston North region may be experiencing trouble getting online.

We are investigating a loss of connectivity on our network. We will update this page as new information becomes available. We apologise for any inconvenience caused.

Update 22-05-2018 13:03:33 – Technicians are on site investigating.

Update 22-05-2018 14:13:13 – Technicians on site found and remediated an issue with an SFP. If you are still experiencing trouble with your connection please restart your modem/router. If you continue to have trouble please get in touch with our [support team](#).

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>

Bigpipe Network Maintenance 8 February 2018

WHAT: Scheduled maintenance is taking place between 1 AM and 6 AM on Thursday 8th February

WHO: A small number of Bigpipe connections will be affected.

WHY: Bigpipe is upgrading network hardware.

IMPACT: You will lose connection to the internet for a time from 60 – 120 minutes between 1 AM and 5 AM.

If your connection doesn't come back automatically, please restart your modem/router. If you're a fibre customer, restart the ONT as well.

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](https://www.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.

Bigpipe Network Maintenance 9 December 2016

WHAT: scheduled maintenance is taking place between 1 AM and 6 AM on Friday 9 December

WHO: A majority of Bigpipe customer connections will be affected.

WHY: Bigpipe is upgrading network hardware at a number of locations.

IMPACT: You will lose connection to the internet for a time from 10 – 30 minutes between 1 AM and 5 AM.

If your connection doesn't come back automatically, please restart your modem/router. If you're a fibre customer, restart your ONT as well.

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.

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.

[centre.](#)

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)