

# Bigpipe Outage Resolution

## October 6 2016

Earlier today, we had a very brief outage (it lasted about ten seconds) that affected a reasonable number of customers. Most won't have noticed as most modems will have automatically picked up the connection again, but if your connection is still down, a quick modem restart should fix things up.

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# 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).

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# Bigpipe Network Maintenance

## 11 August 2016

**WHAT:** scheduled maintenance is taking place between 12:30 AM and 7 AM on Thursday 11 August.

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

**IMPACT:** There will 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).

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# Bigpipe Network Maintenance 1 – 3 August 2016

**WHAT:** scheduled maintenance is taking place between 1 AM and 6 AM on 1, 2, & 3 August, as part of work we're currently doing to future-proof our network for IPv6 implementation.

**WHO:** Between 100 and 1000 connections will be affected.

**IMPACT:** Your connection will be interrupted for between 5 and 30 minutes. The upgrade should take less than 30 minutes, and your connection should come back up automatically. If your connection doesn't come back 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](http://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](http://bigpipe.co.nz/support-centre).

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

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# Bigpipe Network Maintenance

## 16 June 2016

**WHAT:** scheduled maintenance is taking place between 3 AM and 4 AM on Thursday 16 June, as part of work we're currently doing to future-proof our network for IPv6 implementation.

**WHO:** Between 2000 and 4000 connections will be affected.

**IMPACT:** Your connection will be interrupted for between 5 and 30 minutes. The upgrade should take less than 30 minutes, and your connection should come back up automatically. If your connection doesn't come back 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](http://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](http://bigpipe.co.nz/support-centre).