

Bigpipe Network Maintenance

14 June 2016

WHAT: scheduled maintenance is taking place between 3 AM and 4 AM on Wednesday 14 June, as part of work we're currently doing to future-proof our network for IPv6 implementation.

WHO: Around 600 customers will be affected.

IMPACT: 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.)

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.

Lurking gremlins squashed: Bigpipe Outage Resolution Update 9 June 2016.

After yesterday's outage was resolved, a small number of Bigpipe customers were still not able to connect to the internet.

After investigation this issue was fixed at approximately 11 PM last night, 8 June 2016. All Bigpipe customers should now be able to connect to our network without difficulty. **If you are still experiencing problems** (and you have recently restarted your modem / router / ONT) **it is unlikely to be related to the outage**, and we ask you to [please contact our care team via our support centre](#) for troubleshooting.

There was that a relatively small number of customer devices were mistakenly identified as making multiple connection attempts at the same time, and were subsequently denied network access. We have now accounted for this problem and have a working solution in place. We are still investigating the exact reason the problem occurred, and we are working with Chorus, Enable, and Ultrafast Fibre to determine the root cause.

Bigpipe Scheduled Maintenance 9 June 2016

At around 3:30 AM on 9 June, 2016, we will be performing scheduled maintenance on elements of the Bigpipe network, as part of work to make Bigpipe more reliable, faster, and support more access protocols. More technical details are available at this link.

This instance of scheduled maintenance will be isolated to customers in Hamilton and Palmerston North. Customers can expect their connections to go offline for 5 – 30 minutes maximum, between 3:30 and 5:30 AM. More scheduled maintenance will be coming up for other areas of New Zealand – we will let you know when it's due in your area.

This scheduled maintenance is a part of network expansion work. We are preparing for users around NZ to be handed over via local pops rather than terminated collectively in Auckland. This is part of preparation for implementation of IPoE and IPv6.

Bigpipe Outage Resolution 8 June 2016

Many Bigpipe customers experienced an outage between 4:30 AM and 10 AM on Wednesday, 8 June 2016. Here's what happened, and what to do if you are still experiencing connection trouble.

We had scheduled maintenance that occurred at the same time as Chorus network updates at approximately 4:30 AM this morning. Unfortunately, a bad configuration setting caused network instability and dropped connections. This was initially limited to a small number of customers but the problem grew worse, culminating around 8:30 with many Bigpipe customers experiencing loss of connection. Once the cause of the outage was known we rolled back to the previous configuration, which fixed the outage and restored service to 99 percent of Bigpipe customers by around 9:30

If you're still experiencing loss of connection, please restart your modem/router and wait for 5 minutes to reconnect. If you are on fibre, please restart your ONT first and then restart your modem/router.

If you still have no connection after taking these steps, please visit our [Support Centre and get in touch with our support team](#). Please select "No connection" as the problem, and add the subject line "I still can't connect after

Wednesday 8 June 2016 outage" into the More Information field. This will help us diagnose and restore your connection more quickly.

Thanks for your patience while we resolved this outage. We apologise for any inconvenience.

Cheers,

The Bigpipe People