

Bigpipe 3 months free broadband – Terms and Conditions

The 3 months free broadband offer (“the offer”) applies to your first 3 months base plan charges on your new Bigpipe account. The offer is only available to customers who do not currently purchase broadband from Bigpipe and have not had broadband with Bigpipe within the last 90 days. The offer is available to customers who sign up from 18 December 2018 to 30 June 2020.

Offer applies to new Bigpipe customers signing up to any of the following plans, on a 12 month term:

- Fast (ADSL)
- Turbo (VDSL)
- Starter (Fibre 100/20)
- Expert (Fibre 100/100)
- Pro (Fibre 200/20)
- Elite (Fibre Max)
- Elite Cantab

The offer includes a free modem, shipping and standard broadband connection for ADSL, VDSL and fibre customers. Non-standard installation charges apply.

If you leave Bigpipe before the end of your 12 month contract, an early exit fee of \$199 will apply. The offer is subject to change without notice. Credit assessment applies.

The offer will be applied to your Bigpipe account as a credit for 100% of your base plan charges. The offer does not include any additional services which will be charged at full price, including during the first 3 months of your new Bigpipe plan.

This offer may not be combined with any other “new customer” promotional offers. It may only be combined with other publicly available offers on the Bigpipe website (an “other offer”), provided you are eligible for the other offer at the date you sign up, , the other offer is not a ‘new customer’ offer and the combination of the other offer and this offer is not prohibited in the terms of the other offer.

Broadband not available everywhere and speeds vary. Local Fibre Company terms apply if you have a fibre connection. Bigpipe’s Broadband Customer Terms and Conditions apply to all Bigpipe broadband plans.

A story about Bigpipe Broadband



Now this is a story all about how
My broadband got flipped upside down
And I'd like to take a minute so please sit tight

And tell you how I became a customer of Bigpipe!



In little ol' New Zealand born and raised
Waiting for sites to load, took most of my days!
Stressed out, buffering, slow speeds too
Disconnections out of the blue!



Then a couple of bros they were streaming so good!
Started popping up in my neighborhood
They loaded websites fast and files they shared
And said 'move on to Bigpipe their options are fair'



I whistled for support and when the chat appeared
"Just type your address, a **BIG DEAL** is here!"
If anything I could say that Bigpipe was rare
Unlimited, easy signup and great customer care!



I pulled up my address, the sign up was lightweight.
Received my modem, so easy to operate.
Looked at my speeds and I was finally there,
To browse in my home without any mares!





Wondering about that **BIG DEAL**? Get your first 3 months free when you sign-up to any Bigpipe unlimited broadband plan on a 12-month contract term!

T&Cs: Offer is available for new customers and ends **31st March 2019**. Includes free Bigpipe modem and connection (worth \$148).

Back 2 the Basics: WAN Edition (Part 1)



Welcome back to our next exciting Blogpipe post!

This month we're going back to the basics and giving everyone

the tools you need to get up and running.

We've got more exciting and in-depth content coming with Part Two of Back 2 the Basics because all great things come in the form of Sequels

Let's get into this!

So you've emerged from the search filled with different ISP's, and you're now set on the legendary path with us here at Bigpipe.

You've got your email confirming your internet is running! But nothing is working yet, why is this?! Before you panic we'll take you on an adventure to find *The Internet...*

Like all ourneys, the path can be difficult and long or it can be quick and easy! Here at Bigpipe we're all about making it as easy and painless as possible.

So what's important about finding WAN on your modem?

Before we get to that it's important to establish what tools you need before we begin and the Path you are going to take.

Tools you need for our Basic/Fast and Turbo plans:

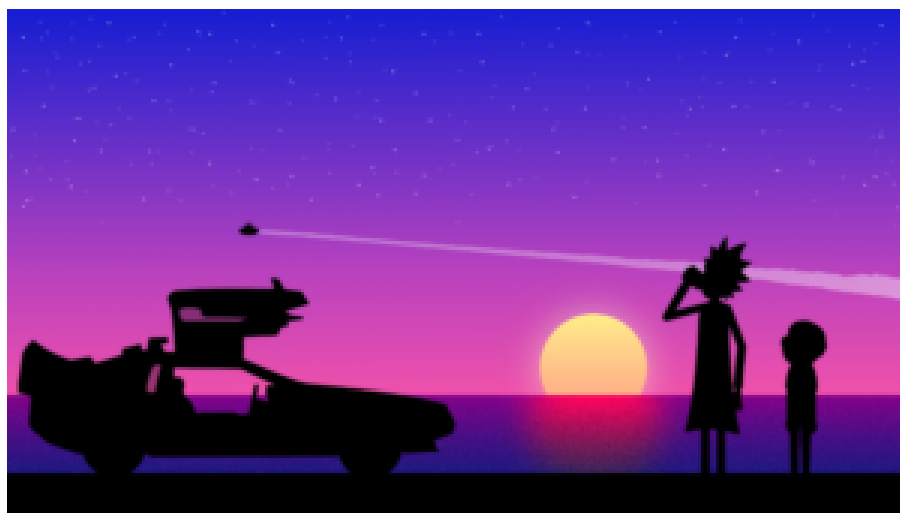
- Bigpipe's Huawei HG659 Modem, Or your own Modem. (You're the Grandmaster here)
- The grey DSL cable, Black VDSL-ready cable and a DSL filter
- 2x Ethernet cables (The more you have the better!)

If you've got all this already, awesome! Let's start the hunt! But wait what's this WAN we're hunting for?

WAN is short for Wide Area Network, Also known as DSL (His

parent's weren't good at choosing names. WAN grants you the lifeline of the internet. It's easily the most important thing and without it the journey can get harder.

The Path begins within your home, the plan you choose decides the route you will take.



Let's start with Basic/Fast or Turbo:

Start by plugging into your jackpoints within your home, some newer homes mark phonejacks with VDSL (If you chose the Turbo plan you'll want *this* phonejack).

As you plug in you'll see the Modem start to flash with lights, it's here your moment of truth will occur.

If you have the right phonejack you'll see your modem light up with the following lights, depending on the modem you might want take some time familiarising them:

Power, DSL/WAN/Broadband, WLAN and LAN.



This 4 star line up is perfect! (Note Internet and WLAN are allowed to flash)

If you see the WAN light now on, congrats you found WAN.

Now what?

Well like all good things in life, you just need your modem to give you the thing you really want! Internet!



At this stage you'll need to configure your modem (More on this in-depth in future). Some modems will do this all for you (like our one), others need a little more input (Pun intended)

by you.

Whether you have [our Modem](#) or one of our [suggested ones](#) we have you covered:

From here you should have no worries getting to the wonderful land of the internet, filled with cats, memes and dank-tomfoolery.

But Bigpipe, I couldn't find the WAN though? Don't stress, when in doubt check off everything:

- Are your phonejacks working okay? Testing as many as you have *helps*
- Is the Modem working correctly? (Some modems don't show WAN, if your modem doesn't another definitely will)
- If testing multiple modem's fails, either your phonejacks need checking or we need to have a tech step in.

When in doubt take your modem to a friend's house and see if it works there, this will be your greatest ally.

If you can't find any WAN, pop over to our Support team and we'll look after you.

The Fast-Fibre Portal:



Making the Leap to Ultra-Fast Broadband? We got you covered here too!

If you chose UFB you're well on your way. Luckily finding WAN will be a lot simpler, but if it's your first time we'll keep it easy. You only have **one** place to look.

Tools you need for *any* of the UFB plans:

- Bigpipe's Huawei HG659 Modem, Or your own Modem
- Your Installed ONT
- An Ethernet cable (The more you have the better though!)

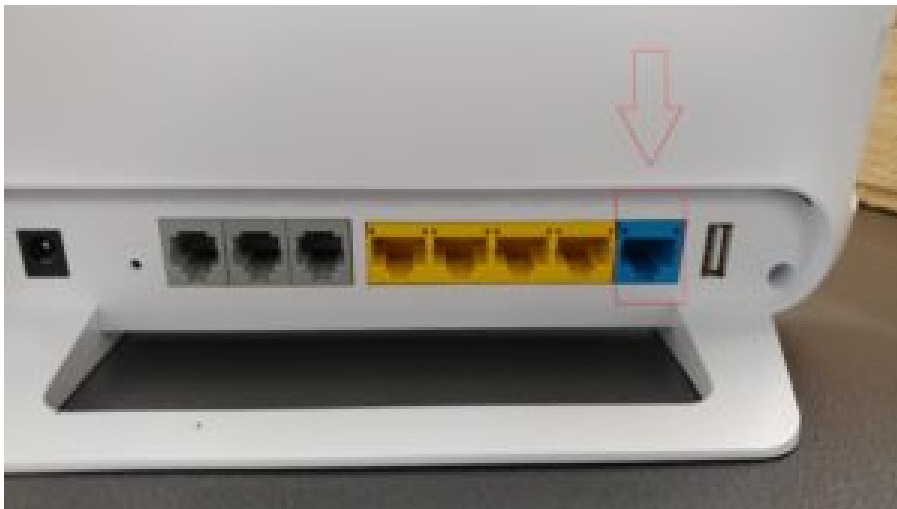
For this setup all you need to do is plug your Modem from the WAN port to the correct ONT Port. If in doubt ask us, we'll be able to let you know which one. (Often it's LAN1/GE01).



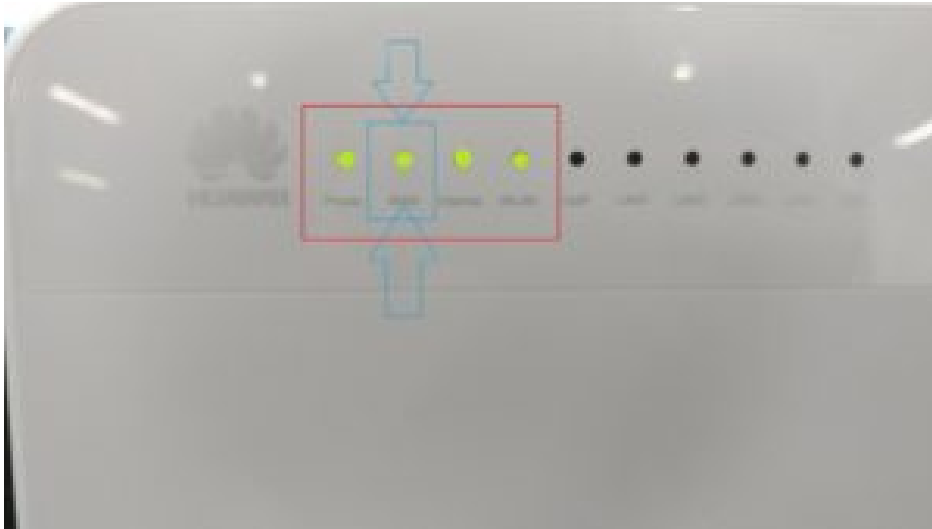
If Chorus installed your ONT, this is how it should look when connected.



If Enable or UFF Installed your ONT, it will look like this when connected.



Most WAN ports look Blue, others require you to configure them. When in doubt refer to your setup guide.



Now some modem's have different ways of setting up their WAN port but so long as your Modem shows a WAN light you know you're good to go.

This light is key!

All that needs to happen here is simply Configure your modem per our [settings](#) (UFB) and the Modem will do the rest.

Whether you have our Modem or one of our suggested ones we have you covered:

<http://pages.bigpipe.co.nz/modem-router-setup-guides/>

If you don't have one of the one's in the link you can search it up online or let us know what kind it is. We'll be able to set you on the right path.

If all works out, you are now online on the internet superhighway.



Welcome, and enjoy your newfound speedy internet!

Refer your friends to Bigpipe and win a home entertainment package worth over \$2000!

It's been a little over 2 months since we launched our super-simple, super-snazzy friend referral scheme and it's been going really well – heaps of you have either referred your friends, or been referred to Bigpipe!

So we figured it was time we kicked things up a notch.



That's right – the Bigpipe customer that refers the **most friends over the rest of May 2016** will win a **home entertainment package worth over \$2000!** It includes a brand new Panasonic 55" full HD Smart TV, a 2.1 channel Panasonic soundbar, a Google Chromecast, and 6 months bonus Lightbox subscription.

We've also got heaps of spot prizes to give away, including 5x Google Chromecasts, video games, and random Cool Stuff! All you have to do to be eligible for a spot prize is refer your friends to Bigpipe during May. That's it!

To enter:

1. [Login to "My Account" on **bigpipe.co.nz**](#).
2. **Use the Refer A Friend widget** to refer your friends to Bigpipe (see below). You get a unique link that you can post anywhere, and anyone can use to sign up to Bigpipe.

Get \$20 Bigpipe credit for each friend that signs up with us!

Share the link with them



Facebook



Twitter



Copy link

<https://www.bigpipe.co.nz/?referralCode=d8212ef0-1873->



1

Friend(s)
signed up



\$20

Total Bigpipe
credit earned

3. Friends have to **sign up to Bigpipe between 5 PM, 10 May 2016 and midnight, 31 May 2016** to be eligible for the competition. (They don't have to be *connected* to Bigpipe in May – they just have to sign up with us.)*

4. **PROFIT!** You get \$20 Bigpipe credit for every friend who signs up, and they get \$20 credit too!

5. **WIN!** (if you're the one who refers the most friends.)

Ideas for referring your friends.

Here are a few hints and tips on how to get maximum dollars, for minimum effort. We've found there are a few ways people are using Refer A Friend that work really well.

Get emailing

to: MUMSY_69@hotmail.com
From: me@gmail.com
cc: allyourbros@email.com
Subject: BIGPIPE!!!!!!

SUP MUM,
Get bigpipe at this link
and get \$20 for you and
\$20 for me!!
Also happy mothers day I guess

Compose a loving email in which you tell your friends and family how ace Bigpipe is and include the link (maybe even add it to your email signature so it's always there!)

Post your link on social media



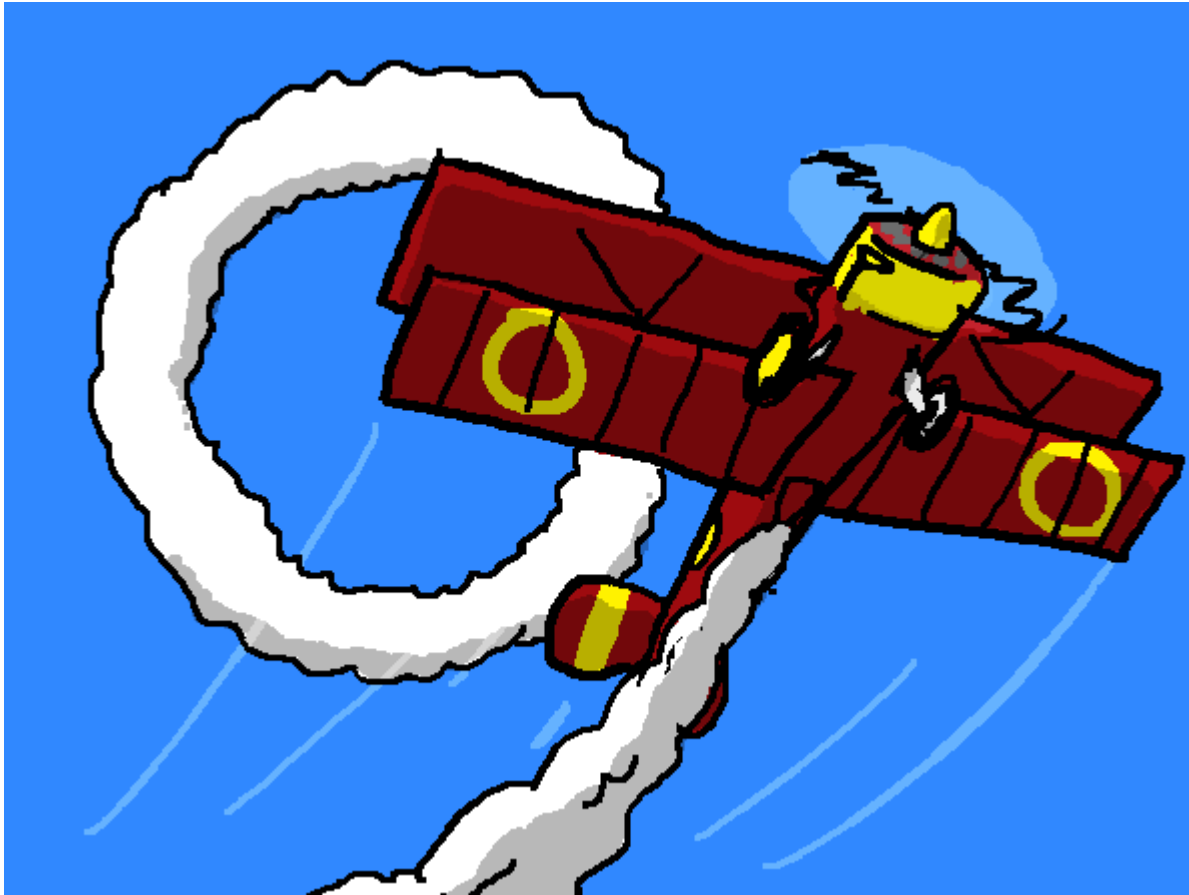
Post your link on discussion forums, Facebook pages, Twitter, ISP review sites (alongside your glowing review of Bigpipe of course!) or other online places where other Kiwis hang out and talk about the internet.

Get social IRL



Visit your friends! Harangue your enemies! Take an iPad round to your neighbours along with some fresh baked banana cake and entice them to sign up then and there.

Get weird



Hire a sky-writer to write your link into the sky over your town! Do something remarkable enough to get on the news and then just repeat your unique code over and over! Train bees to spread your unique link far and wide!

Okay, so those last ones might be a bit much, but do make sure people see your link. Remember, the more people that see your link, the more likely it is you'll get someone to sign up. There's no limit to how much credit you can earn – [so get referring!](#)

Also, [if you need a bit more information about how to refer your friends, head over here.](#)

[Competition terms and conditions apply. Check them out here.](#)

Bigpipe Gives Away A Cray-zy Prize

A few weeks ago, Bigpipe decided to give away a Mystery Prize.

The actual mystery prize was a Chromecast. It wasn't that mysterious, actually; we said what it was in our Facebook post.



Bigpipe Broadband

Published by Joshua Drummond [?] · January 28 at 4:26pm · 🌐


Wow! Almost 8000 Likes! Makes us feel like giving away some MYSTERY PRIZES*.

Comment and tell us what MYSTERY PRIZE* you would most like to win and why, and tag a mate in the comments who should like, totally, Like Bigpipe. We'll give away a MYSTERY PRIZE* to the entry we like best AND the mate they tagged!

(Make sure you've Liked the Bigpipe page first. Also, T&Cs apply, check them out here: <http://pages.bigpipe.co.nz/bigpipe-social-media-competitio.../>)

*The MYSTERY PRIZE is a Chromecast. But don't tell anyone. We want it to be a MYSTERY.



Unlimited Naked Broadband  **Bigpipe™**

But we decided to have some fun with it. We advertised the tantalising mystery of our mystery prize competition with a picture of some mysterious things. A whale. A bee. A lobster. An escalator. These perfectly normal things were the first to come to mind when we were Google image searching. What, that doesn't happen to you?

The competition went reasonably normally. At Bigpipe, we make a point of rewarding the best competition entries, rather than just relying on random selection. True to form, there were some excellent entries.

There was this guy, who entered a poem.



Roland Boekhoff [Sheree Duncan](#) what do you think?

You love a good mystery don't you wink, wink.
8000 Facebook page LIKES is a heck of a lot,
But that's what Bigpipe Broadband have just got.
So give a cheer, run the new flag up the mast,
You never know, you may get a Chromecast

👍 5 · January 27 at 9:09pm



Bigpipe Broadband Roland Boekhoff made
His entry into a poem
What about haiku

👍 1 · January 27 at 10:07pm



Roland Boekhoff Give me a moment
[Bigpipe Broadband](#) since you ask
Challenge accepted

👍 3 · January 27 at 11:07pm

Naturally, many people expressed a preference for our ridiculous not-prizes.



Ck Smith I love a good mystery and would love a mystery prize. I'm sure the escalators would elevate me to a great mystery week end away .. I so need a break but would always b fab if shopping spree need new clothes after my 15kg weight loss

January 27 at 9:30pm



Bigpipe Broadband Owning your own escalator might prove detrimental to weight loss

Someone else wanted a whale, for reasons.



Tony Gibson A Whale could be a weekend away in Kaikoura, for my wife & I.



1 · January 27 at 7:54pm



Bigpipe Broadband



It was all going so well. Then this happened.



Adrian McBrydie As a keen fisherman, I would love to win the lobster! You can keep your chrome cast thingy and give me the lobster! Yum yum yum! Pretty sure [Nikos Smith](#) would be down for a feed too. So that's 2 lobsters please! Haha.



4 · January 30 at 1:42pm



Bigpipe Broadband Are you SURE you'd rather have the lobster?
February 1 at 12:52pm



Adrian McBrydie Who'd turn down a fujll Lobster?! Those things aren't cheap to buy. Its a luxury 🤔

February 1 at 5:07pm

Challenge accepted.



Bigpipe Broadband **Adrian McBrydie** We're serious. If you would rather have a crayfish than a Chromecast, we will send you a crayfish.

February 1 at 5:16pm

Come on...



Adrian McBrydie I've just seen what this Chromecast whirly gig does. Not very technologically advanced I am. Interesting piece of kit. Am I allowed to change my mind to a Chromecast? Although, This Cray still looks damned tasty!

February 1 at 5:31pm



Bigpipe Broadband **Adrian McBrydie** You are definitely allowed to change your mind, but we're kind of attached to the idea of sending you crayfish now. Final answer?

A bit of peer pressure does the job.



Nikos Smith Go on AJ take the lobster!

👍 1 · February 1 at 6:23pm



Adrian McBrydie Crayfish it is!

February 1 at 7:08pm



Bigpipe Broadband **Adrian McBrydie** In that case, you and **Nikos Smith** have won a crayfish each! Send us a DM with your best shipping address and we'll get your rock lobster out to you ASAP.

👍 6 · February 1 at 7:33pm

We'd done our research. It turns out there is a company – actually several companies – in New Zealand who will [courier live crayfish to your doorstep.](#)

So we sent live crayfish to a grouper of our customers on porpoise. Cray-zy? We think this is of-fish-cially the first time any broadband company has done this. We think our hearts are in the right plaice, and we had a reely good time while

our customers waited with baited breath, even though they probably thought it was a red herring up until the last minute. It also gave us the chance to make a carp-load of fish puns. I mean, kahawai not? We know, we know. You're thinking "Oh, for cod's sake. I don't come to your site to trawl through puns. Fin-ish already." Well, maybe we'll do better next time. Haddock enough of this yet? Nah, they're kraken you up. We're having a whale of a time. But we're kind of floundering now. Dolphinately can't keep this up. Time to pike. Maybe we'll move to Invercar-gill.

Happily, our customers snapped it right up. They liked it so much they sent photos.



It Begins.



Hellobster.



Thats just cray-
zy



Delicious dead
underwater
scorpion things



Great success!

Good Video Streaming Everyone!

Here at Bigpipe Towers we love statistics, charts, and techy stuff of all kinds. So when Netflix released their stats it was a day of wild celebration. Why? What did we learn? That **NZ has good infrastructure for video streaming** – and it's getting better all the time!

Netflix – who you may have heard of – publishes stats on average speeds that different ISPs get to Netflix servers.

In their own words, this is how they calculate this:

The Netflix ISP Speed Index lists the average prime time bitrate for Netflix content streamed to Netflix members during a particular month. For 'Prime Time', we calculate the average bitrate of Netflix content in megabits per second (Mbps) streamed by Netflix members per ISP. We measure the speed via all available end user devices. For a small number of devices, we cannot calculate the exact bitrates and streaming via cellular networks is exempted from our measurements. The speed indicated in the Netflix ISP Speed Index is not a measure of the maximum throughput or the maximum capacity of an ISP.

Translation: This data, when taken at a national average level, is probably a pretty good representation of overall how good the infrastructure in that country is. And [New Zealand is doing pretty well](#).

So whilst it's *not* very reasonable to compare ISPs in NZ using the data (see bottom section for the reason why), it is **quite** reasonable, we think, to compare NZ with, say, Australia.

So, with that explanation of the data out of the way, how does NZ stack up vs other countries?

We downloaded [the global data](#), and what do you know, **NZ is sitting at joint 7th out of 32 countries** for average throughput! Not bad, eh?



No measurement of broadband speed is perfect, of course, but what's interesting is that other comparisons (like those from the connection monitoring tools Akamai and Sandvine) often place NZ somewhere near the middle of the pack when it comes to performance, whereas using this metric, we are in the top 25% of countries.

Other notable country rankings:

USA – ranked 19th

Australia – ranked 16th

UK – ranked 8th

Why this (probably) shouldn't be used to compare ISPs in NZ

For the USA, where different ISPs usually use different underlying infrastructure that they each own and manage individually, the Netflix rankings are a pretty decent way of comparing how they perform against one another.

However, for NZ, where most ISPs are using the same underlying infrastructure (owned by Chorus for the most part), the differences between the ISPs is mostly reflected in the fact that they will have different proportions of customers on high and low speed plans that generally reflect the infrastructure available in that area.

Put another way: if an ISP has a lot of customers on ADSL (slower) and few on fibre (faster) their average speed (and ranking) will tend to be lower. At Bigpipe, a pretty high proportion of our customers are on ADSL connections – and we know for a fact that our ADSL connections do extremely well with streaming video, in the scheme of things. For instance, YouTube also collects data on streaming speed over time, but it presents data segmented by connection type as well as ISP – and, excellently, Bigpipe ADSL is HD-verified!



If the Netflix data was also segmented by connection type – the average streaming speed for each ISP on ADSL, VDSL or fibre – then it would get *really* interesting, because it'd tell you exactly how well each ISP performs at the connection level.

But because it's an average of all connection types, the differences between the ISPs *doesn't* really tell you that one ISP in NZ is 'better' or 'worse' than the other, it's just down to the underlying technology their customers have, and how that mix changes over time. So at any given house, based on this data, you *cannot* say that one ISP will perform better than another for Netflix assuming you are not changing technology at the same time.

For example, Snap (now 2Degrees) was also one of the first ISPs to launch UFB and VDSL, and has experienced a lot growth since then. So it's pretty likely to have a very high proportion of customers on these higher speed plans, using quite modern modems with decent wifi, which will skew their average throughput to Netflix up a fair bit.

Spark, on the other hand, being the incumbent, has a very high proportion of the 'rural' market – meaning most of the customers who live with ADSL1 will be with Spark, and quite a lot of them will have very old modems with poor wifi that they

got when they first got broadband 5+ years ago. This will skew their average down a bit. Nothing to do with Spark as an ISP, just the nature of the customer technology mix.

Most ISPs have improved their average speed over the past few months. This likely reflects the change in their customer base as the nationwide fibre rollout progresses and more and more people get UFB and VDSL (and also better modems) which brings the average speed up (as well as a one-off adjustment for putting in caching etc).



Finally, when comparing ISPs, note that the speed difference between best and worst isn't really *that* much anyway (3.92Mbps for 2Degrees at rank 1 vs 3.47 for Trustpower at bottom rank – a fair bit below the next 'worst' at 3.70).



We reckon these rankings are a good indication of New Zealand's improving internet situation – and that it's getting better all the time.

Your thoughts? Let us know in the comments!