

Move house or change broadband plan – nice 'n easy with Bigpipe!

Good news everyone!

The Bigpipe Code-Elves have been busy, slaving away in their dank sub-basement coming up with fantastically useful improvements for all you wonderful Bigpipe customers. Spare a thought for them; dab their sweating brows with a metaphorical moist towelette, as we reveal...

Moving house & changing plans made easy!

People love to move house and/or change their Bigpipe plan. We know this because our customers tell us when they do. In the past, it's not been the easiest thing in the world, and that's no good. When you're moving house, the last thing you need is the hassle of figuring out your broadband connection.

So we've made it nice and easy and super-quick for you. **Here's how to do it!**

If you log into your Bigpipe account dashboard, you'll now see this spiffy-looking widget (without all the red bits, obvs, that's us)

The screenshot shows the Bigpipe user dashboard. At the top is a dark blue header with the Bigpipe logo, a user profile icon, and a 'Logout' link. The main content area is divided into several sections. On the left, a user profile card displays a circular profile picture, a redacted name, a mobile phone icon with a redacted number, an email icon with a redacted email address, a home icon with the address 'Dunedin Central, Dunedin 9016', and the current plan 'UFB Starter'. To the right of this is a promotional banner for '\$20 Bigpipe credit for each friend that signs up with us!', featuring social media sharing options for Facebook, Twitter, and a 'Copy link' button. Below the banner are two circular progress indicators: one for 'Friend(s) signed up' showing '0' and another for 'Total Bigpipe credit earned' showing '\$0'. At the bottom right, there are two boxes: 'Account balance' showing '\$0' with a 'PAY NOW' button, and 'Credit card details' showing a card icon, masked numbers, and a 'CHANGE CARD' button. On the bottom left, two sections are circled in red: 'Want to change address?' with a 'CHANGE ADDRESS' button, and 'Want to change your Bigpipe plan?' with a 'CHANGE PLAN' button. A large red exclamation mark and a red smiley face are drawn over the 'CHANGE PLAN' button.

Bigpipe™

Logout

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

Share the link with them

Facebook Twitter Copy link

https://

0 Friend(s) signed up

\$0 Total Bigpipe credit earned

Account balance

\$0

PAY NOW

Credit card details

CHANGE CARD

Want to change address?

If you want to change the address you get Bigpipe at (and even change your Bigpipe plan while you're at it) let us know when and where to, and we'll sort out a Bigpipe connection for your new place.

CHANGE ADDRESS

Want to change your Bigpipe plan?

If you'd like to change your Bigpipe plan, do it here. Bigpipe does not charge for a change of plan.

CHANGE PLAN

Aw yeah, look at that! All you gotta do, if you want to change address (or change your Bigpipe plan at your current address) is click one of those handy green buttons.

Changing plan

Changing plan is as easy as clicking “CHANGE PLAN” and selecting from the available plans at your address. We recommend giving this a go, right now, to see what plans are available at your place – we find a lot of people have a fibre upgrade available, and don’t even know it! Have a crack, because changing Bigpipe plans is **free**, and you might be able to get a vastly better fibre connection for the same price as our Fast plan – only \$79 a month.

Changing address

Just fill out the address where you'll be moving to (you'll have to pick an address from the list of options that appears when you start typing), and whether you've already shifted. Or you can add a preferred connection date.

Change Address

Tell us about your move

Select your new address and the date you'll be moving so we can anticipate and get your connection ready by the time you move in to your new place.

First enter your address to see what plans you can get:



☒ Already moved in ☐ Set a preferred connection date

Depending on the date chosen, we may need a bit of time to get everything sussed. We'll confirm your connection date as soon as we can.

[Back to my account >](#)

Now you'll get to select the Bigpipe plan for your new address. Your current plan will be highlighted. Any Bigpipe plans not available at your new address will be greyed out. In this example, all our plans are available at the new address! Sweet!

Change Address

Tell us about your move

Select your new address and the date you'll be moving so we can anticipate and get your connection ready by the time you move in to your new place.

Showing available plans for:

1 St George Street, Papatoetoe, Auckland 2025

CHANGE



Already moved in





















Set a preferred connection date


Depending on the date chosen, we may need a bit of time to get everything sorted. We'll confirm your connection date as soon as we can.

Select your plan



You can see the Bigpipe plans available at your new address below. Any plan we offer that is not available will be greyed out. You can choose to continue with your current plan, or switch to another available plan. Bigpipe does not charge for one "Move Of Address" within 6 months. If you move more than this, you'll be charged a \$50 admin fee each time you move.


Basic ADSL 	\$69 /month	Slower speed, lower cost. Entry-level broadband, but with Bigpipe benefits: No data caps, no throttling, and expert online support.  3 Mbps Download  Up To 1 Mbps Upload	
Fast ADSL 	\$79 /month	Most common in NZ The best of ADSL broadband. Plus: amazing online support, no data caps, & no throttling.  5 - 20 Mbps Download  Up To 1 Mbps Upload	
Turbo VDSL 	\$89 /month	Serious speed Get the best of online streaming and gaming. No data caps, no throttling, & excellent online support.  20 - 60 Mbps Download  5 - 10 Mbps Upload	
Starter UFB 	\$79 /month	Ultra-fast broadband The simplest form of UFB. Get your fibre on, no data caps, no throttling, & superb online support.  100 Mbps Download  20 Mbps Upload	Current plan
Pro UFB 	\$99 /month	Faster ultra-fast broadband Serious download speed. Snappy upload. No data caps. No throttling. Awesome online support.  200 Mbps Download  20 Mbps Upload	
Elite UFB 	\$129 /month	Super-speed UFB Fastest download & upload. Live the Internet. No data caps, no throttling, & great online support.  700-900 Mbps Download  400-500 Mbps Upload	

Let's select the fastest plan we've got, Bigpipe's Elite.



Starter



\$79
/month




Ultra-fast broadband
The simplest form of UFB. Get your fibre on, no data caps, no throttling, & superb online support.
 100 Mbps Download
 20 Mbps Upload


Pro


\$99
/month

Faster ultra-fast broadband
Serious download speed. Snappy upload. No data caps. No throttling. Awesome online support.
 200 Mbps Download
 20 Mbps Upload

Elite


Plan includes:
 Contract / Leave Anytime
 No Data Caps
 No Throttling


Important!
\$49
Connection Fee Applies
 Bigpipe Modem / BYO

[Select Plan](#)
[Legal Offer Summary](#)

It'll ask you to confirm the details you've entered (make sure they're all correct!)

Almost there! We just need you to confirm these details.

New address

[Change Details](#)
 1 St George Street, Papatoetoe, Auckland 2025

Moving date

 3 April 2017

Your plan

 UFB Elite

\$129/month

Unlimited data
700-900 Mbps Download
400-500 Mbps Upload

CONFIRM

[Back to my account >](#)

Once you've clicked the green CONFIRM button, you'll see the below screen:

Changes requested successfully!



We'll get back to you over the next 24 hours to let you know what's happening.

[BACK TO MY ACCOUNT](#)

[Contact us](#) >


And if you check back at the Bigpipe dashboard, you'll see that your move of address is being processed!




We are processing your change of address request.

Summary


Address

 1 St George Street, Papatoetoe, Auckland 2025

Requested Change Date

 3 April 2017

Plan

 UFB Elite

And that's it! Next time you're moving house, or if you want to try a different Bigpipe plan, do it the easy way – just log in and choose your new plan or move.

**MOVED HOUSE, HAD TO
MOVE INTERNET CONNECTION**



BIGPIPE MADE IT EASY