

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.

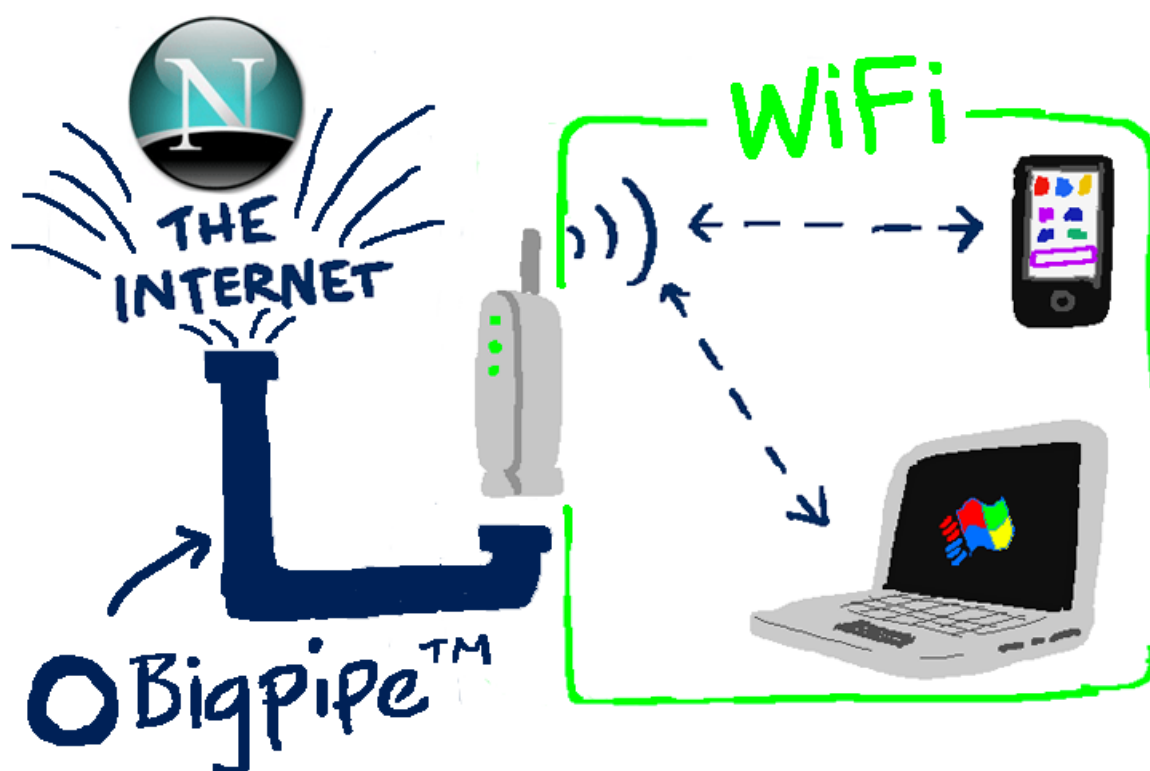
The Bigpipe Big Guide to WiFi

One of the things we hear often from our customers is that their WiFi is not working. We get a lot of messages like this:

 Palmerston North here, my hard wired stuff like PlayStation work but lap tops and Mobiles don't even pick up our router anymore.

It's understandable why people get confused. To many, WiFi *is* the internet. It's the technology that your phone, iPad, and lots of other devices use to get online. But, often, "WiFi" isn't the same as "My internet connection." In the example above, the problem almost certainly has to do with the WiFi, and the Bigpipe connection is fine. It's always tough when we get one of these messages because it's difficult to explain that we can't usually affect how well your WiFi works. We just supply the connection. Put more simply:

WiFi is not the internet.



Think of Bigpipe as a water company – one with really big pipes, naturally. We deliver the water to your property and take care of the water meter. Nice and easy. WiFi is like your internal plumbing and other things that allow you to get at the water – taps, faucets, showers, and so on. And laptops and iPads and smartphones are like cups and kettles – things that allow you to get at the water and use it.

The main difference between us and the water company is that if there's something wrong with your WiFi, we'll do what we can to help you fix it – but we can only do so much. Fortunately, we know a bunch of tips and tricks that you can use to get your WiFi as good as it can be.

What if I've got a Bigpipe modem?

If you've got a Bigpipe modem, it's a bit different to bringing your own modem to our service. As you've purchased it from us, you're entitled to a refund or exchange if it turns out to be faulty because of a manufacturing defect, and this includes faulty WiFi. We're also able to get a bit more in-depth with troubleshooting. Not to mention that it should "just work" right out of the box – the Bigpipe modem comes pre-configured for our service, no matter what sort of connection you have. However, we almost always find that, no matter what sort of modem you've got, a problem with the WiFi comes from one of the causes outlined below – and the fix should work too ☐

How do I know if the problem is with Bigpipe or my WiFi?

The easiest way for you – and us – to tell whether a problem is related to your WiFi or to your Bigpipe connection is to test using a wired connection. If the WiFi doesn't work, it could be any number of problems. If a wired connection doesn't work, chances are the problem is on Bigpipe's end – and it's much easier for us to diagnose and fix it.

How to get your WiFi working well

Everything in its right place.



This is what WiFi looks like to Superman.

Poor Superman.

WiFi works using radio waves. Anything that emits or gets in the way of radio waves – for example, TVs, microwaves, other routers, cordless phones, walls – can interfere with your WiFi connection. For best results, place your router carefully. Make sure there are as few walls as possible between your devices and your router. Don't put your router with other electronics like your TV. Give it its own special, privileged spot high on a shelf, like you would a valuable painting, or a cat.

And, if you can, try and place it somewhere in your house that is closer to where you like to use the internet. Either in the middle of your house, or, if you like doing a lot of streaming to a big screen (and let's face it, who doesn't?) then place it in a good spot with line of sight to your streaming device.

Change the frequency

FREQUENCY ASKED QUESTIONS



5
GHz



Back in ye olden days, about five years ago, every WiFi enabled device used the 2.4 gigahertz frequency. Now, in our shiny new modern era, most WiFi devices can make use of 5 gigahertz frequencies – and so they should. 5 GHz is *almost* always better.

Giga-what?

When it comes to modem frequencies, you'll see the term "gigahertz", or GHz, a lot. Don't let the jargon hertz your brain – all this means in practical terms is that 5 gigahertz tends to be better with modern devices.

If your modem or devices support 5 GHz, use it whenever possible. While 5 GHz comes with a few caveats – some older devices don't do as well on 5 GHz WiFi – it tends to be faster, and having more bandwidth means there's more room for more devices to connect at once.

Most modern modem/routers output 2.4 and 5 GHz frequencies simultaneously, by default. You can set the different frequencies to have the same login details, and then all you need to do is make sure to connect your iPad, laptop or phone to the 5 GHz network instead of the 2.4. Easy!

Make sure your network is secure

If you haven't set up a wireless password for your WiFi network, do it. DO IT NOW.



If you don't have one,
get a WiFi password
now! Make your dreams
come true!

Why? Because if you have an open wireless network, everyone can use it. And if you have an open network, we can guarantee that everyone *is* using it, right now. Your weird neighbours are using it to access websites with names that rhyme with "Horn Pub". German tourists in the van down across the road are using it to have long Skype conversations in German with their German friends and German family and German Shepherds. Hackers are using it to hack into the mainframes and turn your computer into a mindless zombie slave. Of course, if you've got Bigpipe, you don't have to worry about data caps, (and if you don't have Bigpipe, you should [get it here!](#)) but if there are a bunch of strangers using your WiFi, it can make still your connection really slow. Set up a username and password for your WiFi network. Make it a good one. Or your connection will be terrible.

Change the channel (advanced)



If you've been having WiFi trouble and you're a bit more tech-comfortable than the average bear, it's a really good idea to look at changing the channel on the router. Within each frequency band (2.4 and 5 GHz) there are a number of channels that the router uses to communicate with different devices on the network. If too many devices are using the same channel, you'll get interference. How to fix it? Simply log in to your router and change the channel.

Of course, this isn't necessarily simple, but it can definitely be worth having a go at figuring it out. The best way is probably to Google "change router channel [+ your router model name / number]". [There's a good how-to guide here.](#)

Get a better modem/router



Bigpipe is a BYO modem service, and most modems will work fine – but let's face it, if your modem is more than 3 years old, it's probably getting a bit crusty. So why not get a new one? [You can get some great modems here.](#) We've also started offering the Bigpipe Modem, which you can buy from us for \$199 – or get it half-price at \$99 if you're a new customer, or you're changing Bigpipe plans. To extend our analogy from

before, it's like if your water company threw in a kick-ass kettle that made 500 cups of tea a minute. And if something ever does go wrong with your WiFi, it's a lot easier for us to help you fix it.

Whenever possible, don't use WiFi



We get it – WiFi is convenient. But it's also a huge pain. Because it's just radio waves, it's vulnerable to interference from everything from other WiFi users to solar flares. Whenever you have a device that can accept a wired (Ethernet) connection from your route – PCs, game consoles, many laptops – use it. It's nearly always faster and more reliable than WiFi.

The End...?

If you're having trouble with your WiFi in the future, try

these tips first. We've also got a bunch of other ways to optimise your connection at our [Bigpipe Big Guide to Improving Your Broadband](#) If you've got any tried and true tips and tricks for getting WiFi working (microwaving your router or deleting System 32 don't count) feel free to leave them in the comments!

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

Bigpipe People Profile: Jith DR



It's time to meet another of the mighty lords and ladies who reign supreme from Bigpipe Towers. This time it's Sarvajith DR, Bigpipe's Product Manager! Sarvajith, or "Jith", or "Dark Lord of the Jith", or "Jithu", or "The Doctor", as well as various other names by which he is affectionately known, is brilliant and is also very funny, but you might not know it from this interview – we think he might have been a bit busy that day. We've taken the liberty of expanding upon a few of his answers.

Your Name Here

Sarvajith DR

Savajith Dr Who? A/S/L?

30/Male/Auckland

Tell us a bit about yourself.

I am a huge fan of start-up companies and the whole start-up ecosystem. I have founded and been part of small companies for most of my career so I feel at home working for Bigpipe. *Jith*

actually has his own food start-up, that he set up with his mum and dad – it's called [Tambura](#). They make traditional Indian chick-pea snacks and cumin-infused chutney, among other things. When Jith started at Bigpipe he brought a whole lot of the stuff in to work and got us all hooked on it. Now he refuses to bring us more unless we pay him "real cash money". Goddamn it, Jith. Just give us a little taste. Just a bit to take the craving away.

What do you get up to outside of work?

I love craft beer and great street food. I also spend a fair bit of time watching Twitch streams (Kripp and anything DOTA2 related). Jith is the office Twitch addict. We can rely on him to source us only the freshest, dankest Twitch memes. Why, just today he was spamming our own work chat with Twitch stuff. Ruined! Soiled! Happy little trees!

What work do you do for Bigpipe?

I am the Product Manager. This is another way of saying that Jith comes up with ideas for Bigpipe and Bigpipe-related products and makes it so they actually get made. Our Bigpipe modems? Jith. Our spiffy new Refer A Friend tool? Also Jith.

Come on Jith! You can do better than that. What's the best thing about Bigpipe?

We are constantly changing the game with world firsts. This is a Bigpipe inside joke, ha-ha! But seriously, we are totally doing that.

Well. Guess you couldn't! Okay. What are you doing for Christmas in 2042?

Staying Alive. We think he means that he's a huge fan of the BeeGees.

What's your favourite thing that you use the Internet for?

Watching Twitch streams (Kriparian, Arteezy) We're becoming unsure if Jith actually knows that there are things on the Internet besides Twitch streams.

Favourite video game right now?

Dota 2 > LOL.

We too prefer playing DOTA to Laughing Out Loud. Speaking of which, what is your favourite dank meme?

[via GIPHY](#)

Feels bad man. What's the best thing that a customer ever said to you?

"It feels like 2016 with Bigpipe"

Fresh! Would you rather fight 100 bee-sized men, or 1 man-sized bee?

100 bee sized men.

Incorrect! A man-sized bee couldn't even move under its own weight, whereas 100 bee sized men (assuming they had standard human intelligence) would be a terrifying and insidious opponent. They'd sneak up on you with a gun or something and you'd wake up dead. Anyway, tell us a joke.

What do you call a guy with no shins? Tony

That makes absolutely no sense. Instead, we demand you tell us an amusing anecdote.

A friend of mine decided to splash sulphuric acid on my elbow at school and then proceeded to pour ammonia to equalise the effect of the acid with a base. Yeah that didn't work. I ended up with a scar which I still sport today! *I just had a look at the scar and it's pretty seriously gnarly you guys.*

That was horrifying, not amusing! Link us to your current favourite thing on the Internet.

Cunning! What is your spirit animal?

Lion.

Anything you'd like to add?

Nah not really

That's OK, we'll add it for you.



Our Marketing Guy Gets Roasted At Startup Weekend

Bigpipe Marketing Wizzard Joshua Drummond got roasted at Auckland Startup Weekend. Observe, humans, as he embloggns his experiences.

Man, I'm tired today. "Shattered" feels like a good word. My head feels like a large, enthusiastic man in very heavy boots has been jumping on it for the last few days and I keep hittgn all the worng keys whne I tpye. It feels exactly like a hangover, actually, except I haven't been near a drink for the last three days. I've been at Startup Weekend.

Startup Weekend is a twice-annual shindig that takes place in a bunch of New Zealand cities and around the world. It's a pretty simple concept: you try, and mostly fail, to start up a viable business idea over the course of 54 hours. It's a few years worth of learning compressed into a weekend.

As you might imagine, this is pretty full-on, and going in I was apprehensive. I'd seen the end result of a Startup Weekend last year, where the teams line up to pitch/present their idea. Some were intimidatingly excellent, others intimidatingly bad. Then there was the fact that teams from Startup Weekend sponsor Spark Ventures (which Bigpipe is part of) have set a high bar to follow at Startup Weekends; a team led by [my boss Ollie](#) won one year, and in 2015 a [team led by Spark Ventures design champ Mike Blythe won](#). Argh.

I decided to have a go anyway.

The weekend began on Friday night with a warm-up exercise. We were split into teams and given two post-its with random words chosen by other teams. I was in Team Four and we were given the words “Ketamine Sausage.” This meant that we had to pitch a start-up company that revolved around drug-laced meat smallgoods. It went exactly as well as you would expect, and many lols were had.

Not long later we were given the opportunity to pitch actual ideas to the entire startup weekend crowd of 77 or so people. I’d had an idea for a service that allowed people to easily make group purchases of single items – in the “X, but for X,” startup parlance that pervaded the whole weekend, it was “Kickstarter, but for things that already exist.” I made my pitch alongside 35 others, which ranged wildly in quality and ambition. Some ideas had clearly been incubating in people’s heads for some time, and others... had not. One guy seriously wanted to make “Uber, but for Uber.” I am not making this up.

After the pitches, we had to write up our ideas on a single sheet of paper and people would come round and vote for them by means of sticky dots. Meanwhile, the pitchers (me, and 35 others) had to try and shanghai people of various skills and backgrounds into teams. I had a fair few votes and quite a lot of interest in my idea, which was the first happy surprise of the weekend. Of the 35 ideas pitched, 13 teams were formed, and one of them was mine.

Me and my team – Lisa, Tina, Will and Rob, a brilliant, friendly, skilled bunch with several start-up companies of their own between them already and an average age of around 18 – called ourselves Team PitchIn and got to work on our idea, using the suggested [Lean Canvas method](#). Several hours of savagely hard work later, we discovered it to be utterly unworkable. It wasn’t so much that it was a bad idea; more that it was a decent if obvious one and so about a thousand iterations of it already existed, including one in New Zealand. There was no market niche for a brand-new startup. It

was time to pivot.

If you hang around start-up types, or do an event like Startup Weekend, prepare yourself to get utterly sick of this word. Pivot is a term that means, roughly, to change the course of your idea while retaining the learnings from whatever you were working on before. We'd done a lot of research – “market validation” – for our PitchIn idea, and a recurring theme was that when people chipped in to buy something for a mate it was a right awkward pain in the arse following up with friends for the money owed. It was the same case when friends lent money to friends and the debt went unpaid. The Startup Weekend mentors noticed us puzzling over this trend and encouraged us to follow it to see where it went. We did.

The result, as of mid-Saturday morning, was [PaperKat](#), an app for making agreements among friends – and automating (and hopefully) removing the pain of following up on them. We got the name from the same highly scientific “put a bunch of random words in a hat and see what happens” process that gifted the world Ketamine Sausage, but we quickly started rationalising it to the point where we quite liked it. “Kat” reminded us of Maneki-neko, the “Lucky Cats” that are associated with good finances and luck, and “Paper” could mean both money *and* contracts! If you were sleep deprived and desperate to come up with a name, I suppose.



the paperkat logo. so cute!

Over the course of the weekend, we did a bunch of one-minute updates, where each team would have someone come and update everyone on how they were progressing, or not. Will from my team did one of these, and came up with an excellent description of the nerves and excitement that Startup Weekend can summon. “I can feel my heart beating in my face,” he said.

“See a doctor,” someone yelled. (It was me.)

On Saturday night, team PaperKat had our first pitch practice. The mentors, who were standing in for the actual judges, did not hold back with their critique of our pitch and business model to date. It was a thorough roasting. It might have had the potential to shatter egos but the rest of the team took all the criticism seriously, as well as detailed notes. We put all these into a document that one team-member brilliantly titled “Post Roast Toast” and began to re-do our pitch. This process repeated itself with every practice pitch, and ours got better with every iteration. After every pitch practice, the team would reassemble around our shared pitch document and edit the hell out of it, while I either did or delegated other tasks to team members. I couldn’t believe how lucky I’d been to get such an excellent team. Ollie had given me a bit of advice at the beginning of the weekend – “It’s not about the

idea, it's about getting into a good team," – and it was proving to be very true.

The final pitches rolled around on Sunday evening. Results varied. Some were unbelievably slick. My team had been either lucky or unfortunate enough to end up with people whose main skill was "business" as opposed to development or design, but others clearly didn't lack in those departments. One team had managed to conjure up \$30,000 in seed funding for their venture over the course of the weekend, and I haven't the slightest idea how they managed it. I can only assume that angel investors keep seriously unconventional hours. One came up with a brilliant method of recycling tyres, another had a great way to match volunteers to charitable events. Other teams had pivoted late in the piece or thrown out their original ideas at the last minute, and they knew it. One team came up with an excellent slide, something like a postmodern poem, to sum up their experience. It went along the lines of:

This is great

This is shit

I am shit

New idea

This is great

This is shit

Oh shit

Our pitch went almost unbelievably well, thanks in large part to the mentors who'd hung around and made suggestions in the last hours of the event as well as some hard practice. We ended up making a bunch of gags that incorporated the judges, as well as meowing at several points throughout the presentation, and the gamble paid off. We finished to almost violent applause. The rest of the team were buzzing afterwards – it was the first time I think we'd all realised that we had something decent on our hands.

Team PaperKat nailing an 'audience and judges' engaging presentation [#SWAKL](#) pic.twitter.com/HxprV8v54v

– Jane Treadwell-Hoye (@JaneTHoye) [May 15, 2016](#)

The judges went and deliberated, cheesy gag prizes were handed out – I scored a stuffed toy leopard thanks to the meowing – and when they came back, our team was beyond stoked to get second place. When we took the stage to take our photo and our prize (a very nice certificate) we enjoyed having the entire audience meow at us.

First runner up... Paperkat!! ? pic.twitter.com/8t4ZVGWsoQ

– AKL Startup Weekend (@AKLSW) [May 15, 2016](#)

Second equal went to the tyre-recycling outfit Radial Roofing, and a well-deserved first place went to “Tinder, but for volunteering” start-up Involve.

I’m still a bit bushed (I was close to falling asleep as I wrote the first draft of this post, so I opted to finish it the following day) but I had a most excellent time, learned a ridiculous amount, and made quite a few new friends. Not bad for what amounts to spending 54 hours on a weekend making a PowerPoint presentation with strangers.

Overall rating: A+++ would Startup Weekend again.

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.

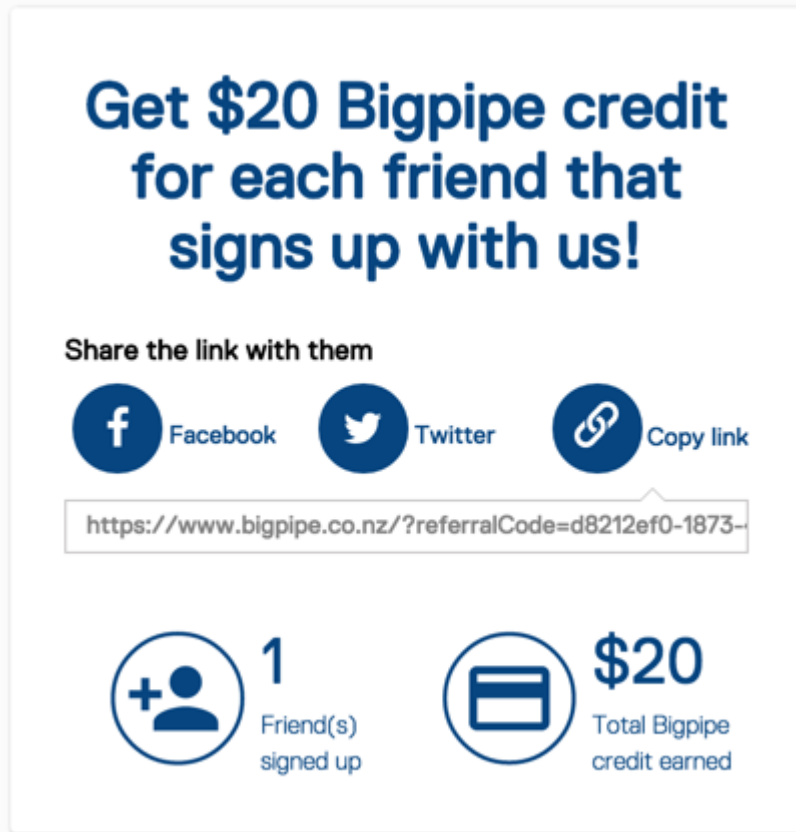


That's right – the Bigpipe customer that refers the **most friends over the rest of May 2016** will win a home entertainment package worth over \$2000! It includes a brand new Panasonic 55" full HD Smart TV, a 2.1 channel Panasonic soundbar, a Google Chromecast, and 6 months bonus Lightbox subscription.

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.



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



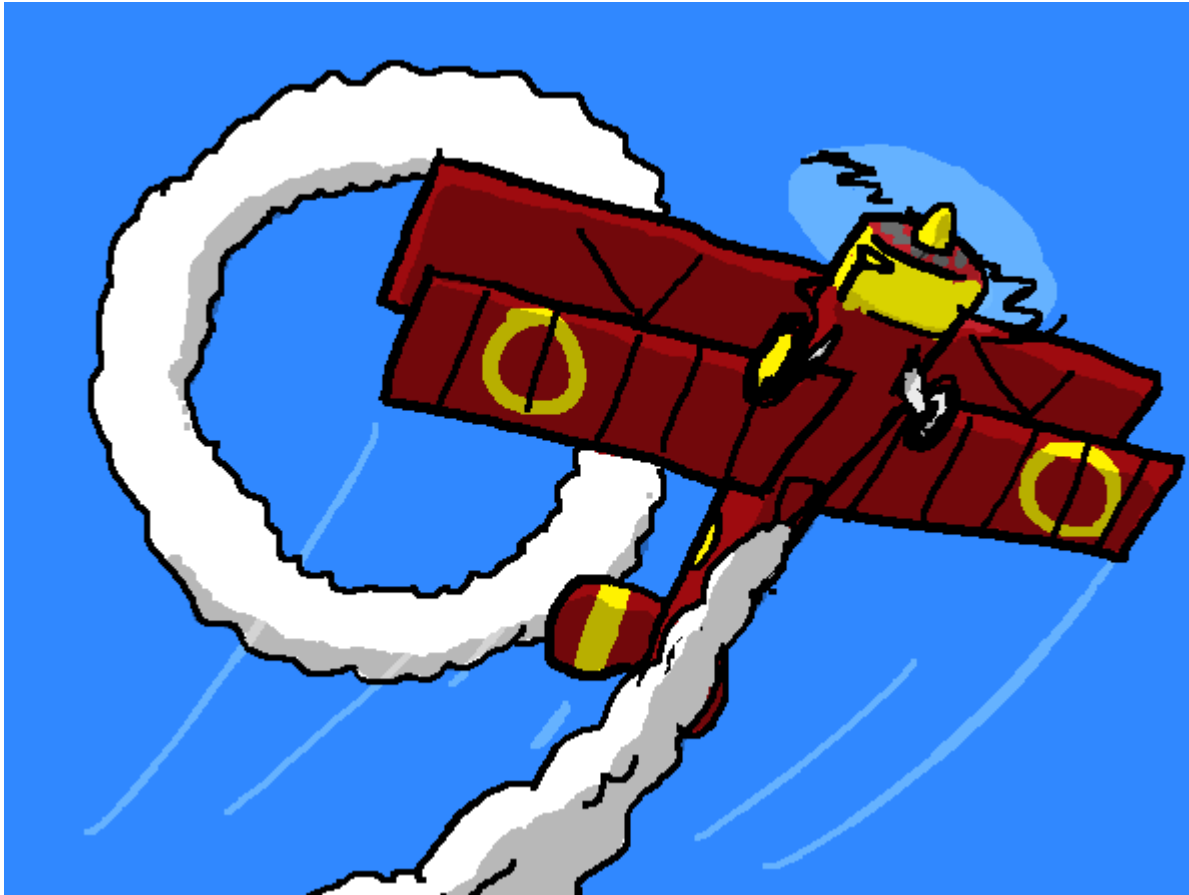
Post your link on discussion forums, Facebook pages, Twitter, ISP review sites (alongside your glowing review of Bigpipe of course!) or other online places where other Kiwis hang out and talk about the internet.

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.](#)

Get free Bigpipe for you & your mates!

So... you're a Bigpipe customer, deeply and passionately in love with our unlimited data and no contract plans.

You want to tell the world all about Bigpipe, share the love with your friends, colleagues, and anybody who will listen.

We figured we'd make it easy for you. We've made it so you can get \$20 for every friend you refer to Bigpipe, leaving you with more cash each month to spend on the important things in life, like streaming movies, Sour Skittles, Burger Rings, and Steam sales. Oh, and whoever you refer will get \$20 credit as well. Nice!

So, here, in three easy steps, is how to get free broadband by doing virtually nothing.

Step 1:

[Log in to your Bigpipe account](#) on our website, and you'll see a lovely little widget like this.

**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=>



0

Friends
signed up



\$0

Total Bigpipe
credit earned

Each Bigpipe customer has a unique link (it's right there in the middle of the widget. Yours will have a bunch of letters and numbers after where it says "referralCode=").

Step 2:

Simply share that link (just click "Copy link") with your friends, acquaintances, colleagues, family, lovers, mortal enemies. Anybody, really.

Stef M here clicked our handy Twitter link to tell his followers all about Bigpipe. Good for you, Stef M! You go, Stef M!



Stef M

@Samuel_O_Gordon



Follow

Check it out! Click this link, sign up to Bigpipe & get \$20 off your first bill [bigpipe.co.nz/?referralCode=...](https://www.bigpipe.co.nz/?referralCode=...) via [@BigpipeNZ](#)

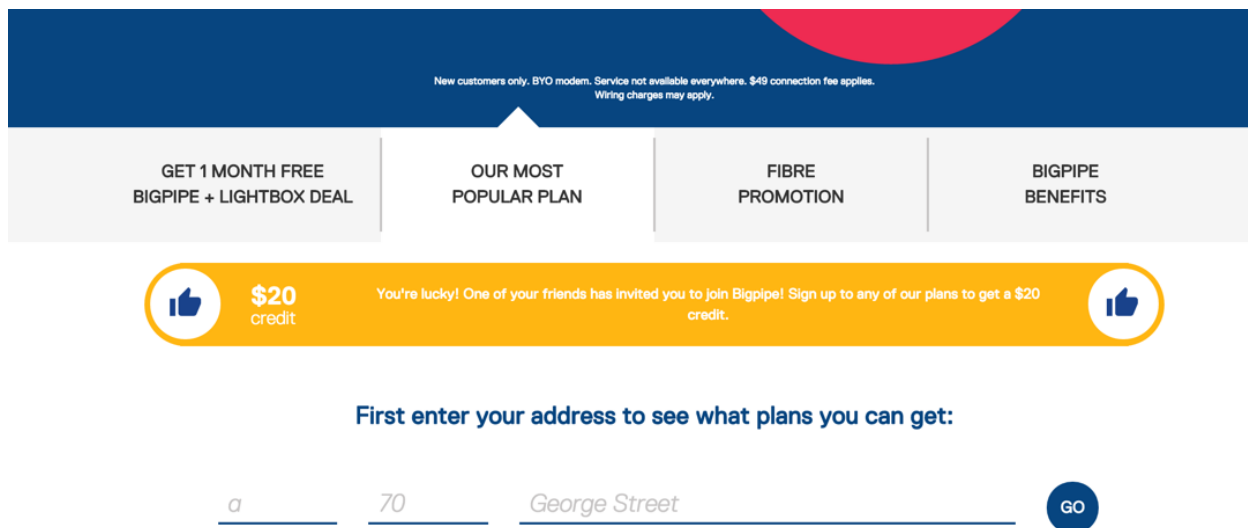
Step 3:

..... Profit?

That's right. There is no step 3. You don't have to do anything else.

How does it work?

Anybody who clicks on your link will be taken to a special version of the Bigpipe homepage with an extra little message that looks like this:



If your friend/acquaintance/enemy sign ups using that link they'll earn \$20 for you in Bigpipe credit. They will also earn an extra \$20 in credit for themselves too, just for being your friend/acquaintance/enemy – and that's on top of any other offer we might have at the time too.

It all gets automatically applied to your account – you don't have to put in any special claim, and they don't have to mention your name or anything.

Much like our broadband, our Refer A Friend service is unlimited – there's no limit to how many people you can refer and how much Bigpipe credit you can earn.

So how do you get people to use that link?

We've made that part nice and easy too. We provide a handy button to post it directly to your Facebook page or to your Twitter account. There is also a button to copy the link and paste it anywhere on the internet – preferably where people will see it, and especially people who might be unhappy with their current ISP and in need of some Bigpipe love.

We're sure you're smart enough to figure out where unhappy customers of other ISPs might hang out on the internets.

The more people who see the link, the more likely you are to get those dollars flowing. It only takes a few referrals to pay your entire bill for a month.

FAQs

How many times can I use this?

As many as you like.

How many friends can I refer?

As many as you can.

How much Bigpipe credit can I earn?

As much as possible.

How awesome is this?

Very.

Bigpipe People Profile: Sean Forster

Hello! It's time you met Sean, one of several alleged humans who works at Bigpipe Towers. Take it away, Sean.

Your Name Here

Sean Forster

A/S/L?

24 (1 more month until I am a quarter century *cringe*) Male / about 4 desks away from you

That came out a bit weird. Never mind. Tell us a bit about yourself.

Well you know, I'm Sean. I have worked with Bigpipe for nearly 2 years. At the moment I look after our billing and provisioning team making things happen with the internet and then arranging the bill for said internet. I am currently the greatest Rocket League player in the office, this is not up for dispute.

We'll see what happens at the next intra-office tournament. What do you get up to outside of work?

Gym (sometimes), few beers after work, spending time with family, finding time to play basketball and gaming.

What work do you do for Bigpipe?

Whoops, answered this one. I lead an awesome team of people who on-board and bill our Bigpipe customers. I also attend most of the cool events that Bigpipe sponsor. I am the tall white dude with too much energy.

Indeed. What's the best thing about Bigpipe?

Other than working for Bigpipe... it has to be support team. Great bunch of people, always going that little bit further for customers.

What's your favourite thing that you use the Internet for?

Music, all the music.

Favourite video game right now?

Hearthstone. I'm not that great at it though

Quick, everyone, find Sean and offer to play him at Hearthstone. What is your favourite meme?

(Note: Sean's favourite meme was terrible. Therefore, this is now his favourite meme.)

What's the best thing that a customer ever said to you?

"What would you do? You seem to know about this stuff." (I did.)

Would you rather fight 100 rat-sized men, or 1 man-sized rat?

Man sized rat. Please don't ask me to elaborate because I have nothing to back up that answer

Good point. Tell us a joke.

Why did the chicken cross the road? WHAT!? can't a Chicken just cross the road without being interrogated!

Existential! Link us to your current favourite thing on the Internet

Pretty much any Vine by Marlon Webb, that guy is far too funny for only 6.5 seconds of video.

<https://www.youtube.com/watch?v=a0fpkYV3zQw>

What is your spirit animal?

Giraffe, totes Giraffe.

Makes sense. Anything you'd like to add?

Hi Mum, look I'm on the internet!



You are indeed.