Full Outage - Help! My connection has stopped working

Bigpipe Troubleshooting
Follow these steps if things have previously been working well on your Bigpipe connection, but now you can't connect to the internet at all.

Note: If you've never been connected using Bigpipe before, see our [No Connectivity](#) troubleshooting guide.

1. Check the outage isn't limited to a single website.

Try logging into a different website or service. If you can access that successfully the issue is probably with the provider and you should just wait and try again.

2. Check the outage isn't limited to a specific device.

Try logging into the original website or service using a different device. If you can access that successfully the issue is probably with the original device.

3. Check the lights on the modem/router:

- **Power light** — Should be solid green. If it isn't:
    - Check the modem/router is securely plugged into a working power point and switched on.

- **DSL light** – Should be solid green. If it isn't, try a hard restart (i.e. unplug, wait 30 seconds, plug in again then wait 5 minutes). If the light still isn't solid green, try the following:
    - If you're using a plug-in filter, swap in a different one. Filters do fail and this could impact your connection.
    - Create a support query so we can do a quick line check. You'll need to include the following information:
        - Issue is a full outage.
        - Your DSL light is turning on and off.
        - How long you've been experiencing the outage (e.g. since the switch to Bigpipe or only over the past week).
    - If our check determines no issue with your line you may need to check out your home wiring.
- **Internet/Broadband light** – Should be solid or flickering green. If it isn't, try a hard restart (i.e. unplug, wait 30 seconds, plug in again then wait 5 minutes). If the light still isn't solid or flickering, create a support query. You'll need to include the following information:
    - Issue is a full outage.
    - Your DSL light is turning on and off.
    - How long you've been experiencing the outage (e.g. since the switch to Bigpipe or only over the past week).
- **LAN port lights** (if applicable) – This will only be applicable if you connect the modem to the router using the LAN port. Should be solid green. If off, check the connection between the modem and router and, if that looks okay, consider swapping out the modem/router.

4. Check the modem/router connections:

- Power point – The power point, that modem/router is

plugged into, should not be loose in anyway. If the socket is loose then it can cause the power to go in and out – especially if it is in a high traffic area and can be bumped.

- Router to modem – If the modem and router are separate devices, the cable that connects them should be securely connected at both ends.

5. Try using a different modem/router.

If you've tried all of the above steps, please visit our [Contact Us](#) page and let us know about the fault. Select "No Connection" from the drop-down list and let us know about the fault as soon as possible.