Intermittent Drop-Outs

Bigpipe Troubleshooting

Follow these steps if your connection seems to be dropping in and out on a regular (or irregular) basis. That means, you'll be surfing fine one minute and then things just stop working for a while — but do come back up again.

1. Check the outages aren't limited to only one device:

1. Repeat exactly what you've been doing on a different device.
2. If you find the outage is limited to one device then you may need to get that device looked at (e.g. the WiFi adapter on your computer may need replacing). Otherwise, continue to the next step.

2. If possible, check the outage isn't being caused by issues with your internal WiFi network.

1. If you have one, and your computer has the required port, plug your ethernet cable directly into your computer.
2. If you find that your speeds are immediately restored then you may need to troubleshoot your internal WiFi network. Otherwise, continue to the next step.

3. Complete a hard reset on your modem/router:

1. Unplug the modem/router.
2. Wait for 30 seconds.
3. Plug in the modem/router.
4. Wait 5 minutes.

4. Check the modem/router connections:

- Power point – The power point, into which the modem/router is plugged, 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. The next time you notice the connection has gone down, check the modem/router lights:

- Power light – Should be solid green. If it is switching itself off and then on by itself:
    - Plug the modem/router into a different power point. This is a quick way of checking that there isn't an issue with the power point you were using.
- DSL light – Should be solid green. If it is turning on and off:
    - 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:

- Problem is an intermittent outage.
- Your DSL light is turning on and off.
- How often your connection is going down (e.g. once a day, multiple times an hour)
- How long the outages are typically lasting (e.g. 1-2 minutes)
- How long you've been experiencing the intermittent outages (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 – This should be solid or flickering green. If this light is off or orange, please go to our [Contact Us](#) page and create a support query. You'll need to include the following information:
  - Select "Regular drop-outs" from the drop-down menu.
  - Let us know that your Internet/Broadband light is either off or orange.
  - How often your connection is going down (e.g. once a day, multiple times an hour)
  - How long the outages are typically lasting (e.g. 1-2 minutes)
  - How long you've been experiencing the intermittent outages (e.g. since the switch to Bigpipe or only over the past week).

6. If you have access to another modem/router, swap to that modem/router.

This is particularly recommended if the power light was turning itself on and then off. That behaviour can often indicate a faulty modem/router.

7. Check the problem is not being caused by interference:

- Check that the outages aren't just occurring when you're using a specific wireless device (e.g. cordless phone or mouse).
- Log into your modem/router and change the channel that is being used for the WiFi.