

Frequently Asked Questions

1. Why is my internet service going to be interrupted?

We're performing essential network upgrades to enhance the quality and reliability of our fibre broadband internet service. These upgrades are necessary to ensure we prepare for future technological advancements, and you continue to receive the best possible internet experience.

2. When is the network upgrade going to occur?

Our team will be working on the network upgrades during our scheduled maintenance window from 11:00pm to 6:00am on weeknights. Your connection might be briefly interrupted on a one-off occasion at any point during this time. We're sorry we can't provide a specific time, and we appreciate your understanding as we complete these upgrades.

3. How long will my service be interrupted?

The network upgrade is expected to last for a short period and at this stage, we anticipate each upgrade will be completed within a 30-minute window, however this could be slightly shorter or longer depending on the situation. We're sorry for any inconvenience this may cause, and we appreciate your patience.

4. Will I be notified before the network upgrade takes place?

In some cases, your Internet Service Provider might inform you in advance about when the planned network upgrade will occur. For the estimated day and time of your internet service interruption, please contact your Internet Service Provider and request this information.

5. What do I need to do during the service interruption?

During the migration, your internet will be unavailable for an expected 30-minute window between 11:00pm and 6:00am on weekdays. We hope this causes minimal disruption to your

activities. If you need internet access for critical tasks, please consider using mobile data or visiting a location with available Wi-Fi.

6. What improvements can I expect after the network upgrades?

The system upgrades are designed to improve the overall performance and reliability of our fibre broadband service. You should not notice any changes to your connectivity.

7. What if I experience issues after the service is restored?

If you experience any issues after the network upgrade, please reset your internet connection by turning off the power to your Optical Network Terminal, your modem and your router and then turning them all back on again. If a problem persists, please contact your Internet Service Provider for further assistance.

8. Can I reschedule the service interruption?

Unfortunately, the internet service interruption is part of a scheduled upgrade that affects multiple customers and we're not able to reschedule it for individual customers. We apologise for any inconvenience and appreciate your understanding.

9. Will I be compensated for the service interruption?

We understand that network upgrade interruptions can be inconvenient. We do not offer compensation for short-term interruptions as part of our network upgrades and regular maintenance, but we're committed to minimising the impact on our customers. If you experience any issues after the upgrade, please contact your Internet Service Provider.

10. Where can I find updates about the network upgrade?

For information about the network upgrade, please visit our website www.enable.net.nz. For information related to when your service will be upgraded, please contact your Internet Service Provider.

11. What considerations are being made for vulnerable customers or people who have medical needs that require them to have access to outside services?

We know how important it is for vulnerable customers and those with medical needs to have a reliable internet connection. We're working with Internet Service Providers to make sure their connections are restored as quickly as possible during the interruption. Internet Service Providers will contact known customers with medical needs to discuss any specific requirements.

We suggest keeping a mobile phone nearby to call emergency services if needed during the planned outage. If you need more help, please contact your Internet Service Provider.

12. Who can I contact for more information?

If you have specific concerns or questions, please contact your Internet Service Provider who will be able to assist you.

13. How can I stay updated on the status of the service interruption?

We will not be providing updates during the service interruption. As the interruption is expected to be brief, our team will be working through the night to complete the upgrades and restore connections as quickly as possible to minimise any potential disruption. If you have any concerns or questions, please contact your Internet Service Provider.