In an effort to ensure that users are aware of current issues, we would like to make you aware of a number of important issues that may impact performance as we work to transition to our Next Generation network of servers. Throughout this process, it is possible that there will be changes that temporarily impact the performance of the VPN. However, these issues are expected to be temporary and we are confident that the results of these changes, will have an overwhelmingly positive impact on performance and your VPN experience.

We have made the following changes to our server(s):

- **Hong Kong** has been added as a Geo Located Region on our Next Generation Network (Now Default)

We are currently experiencing issues with our configuration files that utilize port 443. We recommend moving to the Next Generation Network and using one of the configuration files from the links below:

- [https://www.privateinternetaccess.com/openvpn/openvpn-nextgen.zip](https://www.privateinternetaccess.com/openvpn/openvpn-nextgen.zip)
- [https://www.privateinternetaccess.com/openvpn/openvpn-strong-nextgen.zip](https://www.privateinternetaccess.com/openvpn/openvpn-strong-nextgen.zip)

**Current Outages and Issues**

- **[NEW] BBC iPlayer** is currently inaccessible while connected to our UK servers - Current Gen and Next Gen. No ETA for a resolution for this issue.
- Port Forwarding on our Sweden Server has been temporarily disabled.

**Captcha**

We are experiencing CAPTCHA related issues on some of our Current Gen servers due to the deprecation of those servers as part of our migrations to our Next Generation network.

As always, your security and privacy is our number one concern and we are working
diligently to ensure that these issues are resolved as quickly as possible. Thank you so much for your patience as we work to create a newer, better Private Internet Access experience.