

## I. Fixed Internet

### Speed: What speed can you get?

The speed indicated in our sales communications is a theoretical maximum speed for the fixed Internet connection, which cannot be obtained by all customers in practice.

The speed you can get depends on two things: technical factors in the Proximus network, and your individual situation.

The actual speed you can get depends on, for example, the following technical factors:

- the underlying technology (DSL or Fiber);
- the distance between the connection point in your home and the telephone exchange (only in case of DSL);
- the Internet product desired.

Besides the network settings, your situation at home will influence your Internet experience. The following factors should be considered:

- the quality of your internal cabling;
- the power of your PC's processor;
- the simultaneous use of your bandwidth by several devices.

You can only approach the indicated theoretical maximum speed if all the above are optimal.

An indication of the minimum and maximum speeds based on your address is available on <http://www.proximus.be/internetspeed>. Your speed will be situated within the range of the two values provided. The values provided by this tool are different from the generic values indicated on our product pages, which do not take into account regional differences in case of DSL. These speeds differ depending on whether your Internet service is sold in a Pack or as a standalone product.

If you use a wireless (Wi-Fi) connection, the speed you can get might also be reduced (see below).

### Traffic management

To find out more, consult the document: [Managing fixed and mobile Internet traffic on the Proximus network \(pdf\)](#)

### Internet volume

If you exceed the volume included in the price of the chosen service, the maximum speed of the service will be reduced by Proximus until the end of the calendar month underway. Below you will find an overview of the applicable volumes and adapted speeds per service.

Proximus will warn you by an appropriate means (e.g. by e-mail, SMS, or an alert on your PC/tablet) when you have almost reached the fixed Internet volume included in the service. In our communications, you will never be asked to provide any sensitive or confidential information.

These messages will be sent automatically based on the Internet volume used by the service.

You can check how much Internet volume you have used during the month underway by consulting [MyProximus](#). You will be asked to enter your username and password. MyProximus also allows you to increase the fixed Internet volume limit included in the price of the chosen service by ordering or activating more volume. By ordering or activating this extra volume you can continue browsing at your normal speed.

Below you will find a list of the current volume extensions and prices. If you benefit from unlimited volume, the extension remains free of charge.

Summary:

Do you have the fixed Internet Service in a Flex, Tuttimus, Familus pack (Residential market) or in a Business Flex, Bizz All-In, Bizz Office pack (Small Enterprise market)?

		Maxi	Bizz Internet
Internet Packs	Volume included in the Service	Unlimited*	Unlimited**
	Speed obtained if volume is exceeded	5 Mbps	5 Mbps
	Extension of available volume***	Extra Volume 300 GB	Extra Volume 300 GB
	Price of volume extension	Free	Free

Do you have another product mix with fixed Internet Service?

		Start	Comfort	Bizz Maxi
Internet Packs	Volume included in the Service	150 GB	Unlimited****	Unlimited**
	Speed obtained if volume is exceeded	1 Mbps	3 Mbps	5 Mbps
	Extension of available volume***	Extra Volume 20 GB	Extra Volume 300 GB	Extra Volume 300 GB
	Price of volume extension	€5 incl. VAT	Free	Free

Do you have a standalone fixed Internet Service?

		Essential	Start Fiber	Maxi / Bizz Maxi
Internet	Volume included in the Service	100 GB	150GB	Unlimited*
	Speed obtained if volume is exceeded	1 Mbps	1Mbps	5 Mbps
	Extension of available volume***	Extra Volume 20 GB	Extra Volume 20 GB	Extra Volume 300 GB
	Price of volume extension	€5 incl. VAT	€5 incl. VAT	Free

(\*) Maxi / Bizz Maxi unlimited: your speed will be reduced to 5 Mbps if your usage exceeds 3 TB.

(\*\*) Bizz Internet unlimited: your speed will be reduced to 5 Mbps if your usage exceeds 3 TB.

(\*\*\*) The Extra Volume option is valid until the end of the month in which it is ordered.

(\*\*\*\*) Comfort unlimited: your speed will be reduced to 3 Mbps if your usage exceeds 3 TB.

Do you have the fixed Internet Service in a Pack ordered before 17/10/2016?

		Start	Comfort	Maxi
Internet Packs	Volume included in the Service	150 GB	Unlimited*	Unlimited**
	Speed obtained if volume is exceeded	1 Mbps	3 Mbps	5 Mbps
	Extension of available volume***	Extra Volume 20 GB	Extra Volume 300 GB	Extra Volume 300 GB
	Price of volume extension	€5 incl. VAT	Free	Free

Do you have a standalone fixed Internet Service?

		Start	Comfort	Maxi**/ Intense***
Internet	Volume included in the Service	100 GB	150 GB	Unlimited
	Speed obtained if volume is exceeded	1 Mbps	3 Mbps	5 Mbps
	Extension of available volume****	Extra Volume 20 GB	Extra Volume 20 GB	Extra Volume 300 GB
	Price of volume extension	€5 incl. VAT	€5 incl. VAT	Free

(\*) Comfort unlimited: your speed will be reduced to 3 Mbps if your usage exceeds 3 TB.

(\*\*) Maxi unlimited: your speed will be reduced to 5 Mbps if your usage exceeds 3 TB.

(\*\*\*) Intense unlimited: your speed will be reduced to 5 Mbps if your usage exceeds 3 TB.

(\*\*\*\*) The Extra Volume option is valid until the end of the month in which it is ordered.

### Impact of Proximus TV on your Internet service (Only in case of DSL technology)

In normal circumstances, watching Proximus TV has no impact on browsing speed. The speed may sometimes decrease, but not to the point of becoming bothersome.

Proximus uses different flows on the same bandwidth for Proximus TV and the Internet services.

The flow used by Proximus TV has priority over that used by the Internet. As a result, the Internet speed will be reduced according to the number of TV sets being used simultaneously. For a limited number of customers, however, there will be an impact, but it will not cause any hindrance. Only the downloading of heavy files may to some extent cause a reduction in speed. For most customers, however, there will be no impact on browsing speed.

Any reduction of the maximum speed of the Internet service due to the volume limit being reached (see point 3) will have no impact on the quality of the Proximus TV service.

The use of certain applications (e.g. Netflix) via the Proximus TV service is carried out via the Internet flow.

### Wi-Fi

Today, most devices connect wirelessly (via Wi-Fi). Additional factors should therefore be taken into account:

- **The construction materials of your home.** The Wi-Fi signal is sensitive to barriers such as doors or walls.

- **The type of wireless device used** (tablet, smartphone, or laptop). The Wi-Fi antenna, the power of your device, may or may not be sensitive enough because your device is old.
- **The waves produced by your household appliances.** Certain household appliances (e.g. a microwave) emit radio waves, just like your modem. If these devices use the same frequency as your modem, this can result in disruptions.
- **The location of your modem.** If you want to browse on your mobile phone, tablet or laptop, it is better to do so as close as possible to your modem because the strength of the Wi-Fi signal decreases with distance.

Proximus, through next-generation modems made available to its customers, offers a Wi-Fi access point that is compatible with the two standard frequency bands (2.4 GHZ and 5 GHZ). Depending on the compatibility of the devices used, as well as environmental factors, the two bands can be used to optimize the connection experience.

It is possible to extend your Wi-Fi coverage. Proximus offers an adapter that runs on the electricity network which allows you to improve the Wi-Fi coverage in your home. For more information, visit our website: go to the "Equipment" page under the "Products" section.

### Speed test

Testing your line? It is important that no other source is being used when the test is initiated. In other words, don't run the test if your device is busy updating an app, downloading a file, streaming a video, or if several TV sets are on.

In general, for a better result, run the connection speed test with a device directly connected to your modem via an Ethernet cable. Also, uninstall all types of spyware or advertising software, allowing your security software to scan your computer. Finally, make sure you update all your software in advance.

## II. Mobile Internet

To find out more, consult the document: [Managing fixed and mobile Internet traffic on the Proximus network \(pdf\)](#)

Our network's speeds:

	2G	4G	5G
Maximum Download	200 Kbps	220 Mbps	420 Mbps
Maximum Upload	100 Kbps	60 Mbps	88 Mbps

### Remarks concerning the surfing speed on mobile :

The speed of your internet depends on...

#### 1. Your device

Your device may be slowing down your internet speed:

- **Old device:** With an outdated device, your speed is often slower. Usually, your device's documentation indicates the maximum speed it can reach. Is it lower than the theoretical speed of your internet? You are then limited by the speed of your device.
- **Outdated software:** Make sure your device's software and operating system are up to date. Outdated software can slow you down.

#### 2. Your location

We are constantly investing in the coverage of our network. So you can also count on an optimal mobile experience on the go. However, you may have a better connection in some places than in others. For example, you will often surf faster near an antenna than in an isolated forest.

#### 3. Your house

To surf via mobile data, your device connects to the signal from a nearby antenna. Is your house very well insulated? This will make it harder for the antenna signal to reach you and your speed may be lower indoors.