



**MOBILE VIKINGS**

**Mobile Vikings nv**

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www.mobilevikings.be

# INFORMATION DOCUMENT MOBILE INTERNET & INTERNET AT HOME

## 1. Internet at home

Mobile Vikings uses the Proximus network. More information on the management of the network is available on the [Proximus website](#).

### 1.1 Speed: what surfing speed can you achieve?

The speed we mention in our communication is a theoretical maximum speed for the fixed internet connection, which in practice is not feasible at every installation address.

There are two aspects that determine which speed you can surf at: on the one hand, technical factors in the network come into play, and on the other, the individual situation in your home is important.

The actual surfing speed you can achieve is determined by the following factors, among others:

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

Besides the parameters inherent to the network, the situation in the home itself also affects your internet experience. For instance, the following factors play a role:

- the quality of the internal cabling;
- the power of the processor on your device(s);
- multiple devices connected at the same time and thus consuming bandwidth.

Only if all the above parameters are optimal can you approach the announced theoretical maximum speed.

Based on your address, you can get an indication of the expected minimum and maximum speed from the [Mobile Vikings website](#). The speed at your address will be around these values. These values differ from the generic, theoretical values on our product pages, as the latter do not take into account specific factors that may affect each specific installation.

If you use a wireless connection (Wi-Fi), the achievable speed may also be lower (see below).

The normally available speed at your address will be available via your My Viking account as soon as your internet connection has been activated.

### 1.2 Internet volume

Mobile Vikings' fixed internet connection has a FUP (Fair Use Policy) limit of 3 terabytes per subscription month in total upload and download volume.

If you exceed the volume included in the price for the chosen service, Mobile Vikings may reduce the maximum speed of this service until the end of the current subscription month.

### 1.3 Wi-Fi

Today, most devices operate wirelessly (Wi-Fi). This means a number of additional factors need to be taken into account:

- The materials used in your home. The Wi-Fi signal is sensitive to obstructions, such as doors, walls or concrete floors.
- The type of wireless device you use (tablet, smartphone, laptop). The sensitivity of the Wi-Fi antenna and the power of your device may not be sufficient because the device is outdated.
- Radiation from other household appliances. Some appliances you use in your home (e.g. a microwave oven) emit radio waves just like the modem. If these appliances operate on the same frequency as the modem, interference may occur.
- The location of the modem. If you want to surf on your mobile phone, tablet or portable PC, preferably stay as close to the modem as possible, as the power of a Wi-Fi connection decreases with distance.



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Through the latest generations of modems, Mobile Vikings offers its customers a Wi-Fi access point compatible with the two standardised frequency bands (2.4 GHz and 5 GHz). Depending on the compatibility of the devices used and a number of environmental variables, both frequency bands can be used to optimise the connection experience.

## 1.4 Speedtest

Test the speed of your fixed internet connection via the [Mobile Vikings website](#).

It is important that no other source is running on the device you are testing with when you start the test. In other words, you should not run a test if your device is updating an application, downloading a file or has an active video stream.

To generally get better results when you want to run a speedtest on your connection, preferably use a device connected directly to your modem via an Ethernet cable.

## 2. Mobile internet

Mobile Vikings uses the Proximus network. More information on the management of the network is available on the [Proximus website](#).

Speeds on the network:

Subscriptions	Category	4G	5G
10 EUR	Max. download	150 Mbps	N/A
	Max. upload	150 Mbps	N/A
12 EUR	Max. download	150 Mbps	N/A
	Max. upload	150 Mbps	N/A
15 EUR	Max. download	150 Mbps	150 Mbps
	Max. upload	150 Mbps	150 Mbps
20 EUR	Max. download	150 Mbps	150 Mbps
	Max. upload	150 Mbps	150 Mbps
25 EUR	Max. download	50 Mbps	50 Mbps
	Max. upload	50 Mbps	50 Mbps
29 EUR	Max. download	150 Mbps	500 Mbps
	Max. upload	150 Mbps	500 Mbps
30 EUR	Max. download	500 Mbps	500 Mbps
	Max. upload	500 Mbps	500 Mbps

Prepaid cards	Category	4G	5G
10 EUR	Max. download	150 Mbps	N/A
	Max. upload	150 Mbps	N/A
15 EUR	Max. download	150 Mbps	N/A
	Max. upload	150 Mbps	N/A
20 EUR	Max. download	150 Mbps	N/A
	Max. upload	150 Mbps	N/A
25 EUR	Max. download	150 Mbps	N/A
	Max. upload	150 Mbps	N/A

The speed of your mobile internet depends on:



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## 1. Your device

Your device can cause your internet speed to slow down:

- Outdated device: with an outdated device, you often have slower speeds. You can usually find the maximum speed your device can reach in its manual. Is this lower than the theoretical speed of your internet? Then you are limited by the speed of your device.
- Outdated software: make sure all software and the operating system on your device is up-to-date. Outdated software can slow down your speed.

To surf via 5G, your device must support 5G. You can check that on [this page](#).

## 2. Your location

As an operator, Proximus continues to invest continuously in the network coverage. So you can count on an optimal mobile experience on the move too. Yet you may have a better connection in some locations than in others. For example, you will often surf faster near a transmission mast than in a remote forest.

In some locations, 5G is not yet available. You can check that on [this page](#).

## 3. Your home

To surf via mobile data, your device automatically connects to the signal of a nearby transmitter mast. Is your house insulated very well? Then the signal from the mast will have more issues getting in and the speed inside may be slower.

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