

Managing fixed and mobile Internet traffic on the Proximus network

Legal framework

Proximus offers fixed and mobile Internet services of the highest quality.

Therefore we apply a number of procedures to measure and shape Internet traffic on the fixed and mobile networks in order to prevent network connections from becoming saturated.

In accordance with Article 113 § 5 of the telecommunications law of 13 June 2005, Proximus informs its customers in a general and easy-to-understand manner about this situation specifically and its possible impact on the quality of the fixed and mobile Internet services.

Measures taken by Proximus for fixed and mobile Internet access

Proximus proactively takes measures to minimize the risk of saturation of the Internet on fixed and mobile networks.

To this end, it permanently analyzes network occupation to adapt the dimensioning of Proximus' fixed and mobile networks where necessary, in order to offer customers a continuous service of the best possible quality.

In spite of the measures taken by Proximus, sporadic network saturation cannot be excluded. Customers will notice this through a slow-down in their Internet traffic.

For instance, an online movie may not play smoothly or it can take longer to load a webpage or download or upload a document.

Of course, such delays can also occur on your PC, smartphone or laptop for other reasons.

Specifically for mobile Internet access

On the mobile network, multiple customers at once can use mobile services via the same antenna. This has a number of specific consequences for the customer.

1. Access to the mobile data network

The customer accesses mobile Internet via the nearest GSM antenna, or the antenna with the strongest signal.

The access to each antenna is dimensioned in such a way that in normal circumstances customers can always use mobile voice services and mobile Internet.

One and the same antenna can provide access to both mobile telephony and mobile Internet. Where that is the case, the mobile telephone traffic via the antenna is assigned a higher priority than the mobile Internet traffic.

If, at a given time, the number of simultaneous users becomes too large after all, customers may temporarily lose access to their telephone or Internet service or fall back on another mobile technology (e.g., switch from a 4G to a 3G mobile connection).

If a customer temporarily loses mobile access he will experience a certain delay when using his mobile data services. Most mobile devices keep trying to re-establish a connection to the mobile Internet, which is why the customer will experience little or no inconvenience.

2. Priority in case of saturation, depending on the subscription chosen

In normal circumstances the available bandwidth on an antenna for mobile data services is shared in equal measure between the different simultaneous users of data services via this antenna.

The data traffic of customers who have opted for the Business Priority service benefits from more bandwidth in case an antenna becomes saturated. Customers who have not opted for the Business Priority service will notice the impact of the saturation on that antenna sooner.

3. Specific treatment of protocols for heavy uploads and downloads (Peer 2 Peer)

As a basic rule, no distinction is made between the type of applications or the services that the customer is using on the mobile Internet. Any saturation has the same consequences for all types of Internet traffic. In such cases, the customer may experience a slow-down in all Internet applications and services.

However, the maximum speed for certain applications requiring high upload and download speeds on Proximus' mobile Internet is limited to 40 Mbps for all customers. These applications are normally used over fixed broadband Internet connections instead of over a mobile connection because, due to their high data usage, they might cause saturation of the mobile data network.

This specific treatment does not apply to most customers who have been assigned a shared IP address by Proximus. For a limited number of customers who have their own public IPv4 address, this restriction remains only temporarily valid.¹ Indeed, Proximus is planning to switch to alternative solutions, meaning that this specific measure will no longer be required in the course of 2016. The information about this will be updated based on this evolution.

By preventively restricting the speed for these protocols, it is possible to maintain the quality and experience enjoyed by our customers for typical mobile Internet applications and to ensure the proper functioning of the mobile data network. In case of mass use of these P2P protocols, customers may experience a slow-down on the mobile Internet, but only for these protocols.

The popular P2P protocols are determined by our network provider and include KaZaA, Gnutella, Winny, WinMX, eDonkey, BitTorrent, DirectConnect, Manolito, Kuro, Soulseek, Filetopia, iTunes, Napster, Waste, Mute and Share.

¹ As a rule, all residential and most professional Proximus customers use a shared IPv4 address for the mobile service. Customers may request this information from the customer service helpdesk.