MOICO | FAQ

I. INTERNET

1.1) IS THE SPEED IN MOICO GUARANTEED?

We offer a connection that enables you to enjoy maximum speed depending on the Internet package you choose, but the guaranteed bandwidth is: 50% with the KISS service and 30% with the HUG service.

1.2) HOW MANY DEVICES CAN I CONNECT TO MOICO AT ONCE?

If you have your own device (e.g. a router configured in router mode), the maximum number of connected devices is defined by the equipment manufacturer up to a dozen wireless devices. However, usually it is a maximum of 4 devices via a wired connection. In the absence of a router, only one device can be connected at once.

1.3) WHAT DO I HAVE TO DO AFTER CHANGING THE ACCESS DEVICE (E.G. I CHANGED THE ROUTER)?

In order to connect this device to the MOICO network, it is necessary to register the new MAC address of the device. After connecting the new device, you are redirected to the Customer Panel, where you register the new device by entering your contract number and password. Please note that the previously registered device is automatically deleted. If you have problems registering the device yourself, please contact our Customer Service and have the MAC address of your new device ready. You can also tell the consultant the current IP address of your new device.gg

1.4) IS MY IP ADDRESS PRIVATE OR PUBLIC?

In most cases, private IP addresses are assigned. If you require a public address, please contact Customer Service. A public IP address is included in the package price and does not result in additional costs.

1.5) ARE PUBLIC IP ADDRESSES PERMANENT

Yes, public IP addresses are permanent. They are allocated dynamically from the DHCP server, however, the same address is always assigned to the device. In certain cases the public IP address may change.

1.6) DOES MOICO BLOCK PORTS?

We do not block any ports. If you have a public IP address, you can perform port forwarding on your access device and enjoy remote access to your resources online.

1.7) WHAT SHOULD I DO IF THERE IS AN INTERNET OUTAGE WHILE CONNECTED BY CABLE?

If your computer is connected via a wired router and the output to the Internet is connected via an Ethernet cable and the Internet connection is interrupted from time to time, disconnect it and after a while reconnect your router to the power source. Restart your computer, switching off unnecessary applications. If the problem persists, verify the configuration of your router and connect your device (e.g. computer) directly to the Internet bypassing the connection through the router and verify the operation of the service.

1.8) INTERNET CONNECTION IS VERY SLOW WHAT SHOULD I DO?

If you notice a significant drop in your Internet speed, restart your router and your computer, switching off unnecessary applications. Then perform a speed check at http://pro.speedtest.pl/. In the case of slower Internet connection speeds, verify the router's settings and try another test without the router (by plugging your computer directly into a wall socket, for example). Also bear in mind that a reliable speed check can only be made if your computer is connected directly to the router without any additional devices which may affect the speed.
If, despite this verification via a direct cable connection, the problem persists, please report the problem via the Customer Panel or Customer Service.

In the case of a Wi-Fi connection, due to a multitude of factors beyond the control of your service, the speed of the wireless connection is generally slower than that measured using a cable connection (via an Ethernet cable).

What can cause a WiFi disruption?

– The distance between the device and the router,
– Presence of other wireless networks in the vicinity (e.g. neighbours' routers),
– Interference from sources emitting radio waves of a similar frequency (e.g. devices using Bluetooth, cordless telephones, microwave ovens),
– Existence of numerous physical obstacles between the router and the receiving device – walls, doors, windows, cabinets, etc.

In order to improve the quality of the wireless connection, we recommend the following:

– Move the router away from other electronic devices and place it in a visible place – so that it is not obstructed by other objects.
– Move your devices using Wi-Fi closer to the router.
– Verify the best data transmission channel for your wireless network. You can change the transmission channel of your wireless network via the router's administration panel.
– Use the 5GHz band in case your devices have this capability and the router supports Wi-Fi in the 5GHz band.

1.9) WHAT ROUTER SHOULD I CHOOSE TO WORK WITH THE MOICO NETWORK?

Depending on the package you choose, the router requirements vary.
For packages with bandwidths of 100 and 1000 Mbps, we recommend choosing a device that works with xDSL technology, has an RJ-45 WAN port and has the 802.11ac Wi-Fi standard, which allows fast wireless transmission in both the 2.4 GHz and 5 GHz bands. It's also worth considering buying a device that has a WAN port with 1,000 Mbps bandwidth – if you upgrade to a higher package, you don't have to change your device. Beware of devices offering the 802.11ac Wi-Fi standard, showing bandwidths of 600-1200 Mbps! If such a device has a wired WAN port of only 100 Mbps, transmission to the Internet is reduced to the maximum bandwidth of the WAN port.

1.10) I HAVE A FIBRE OPTIC DEVICE PROVIDED BY MOICO, WORKING AS A ROUTER. HOW CAN I CHANGE ITS CONFIGURATION?

The default access to these devices is disabled, but you can change any settings by notifying our Customer Service! However, if you need access to the device or if you want to make changes to the basic settings i.e. Wi-Fi network name/password change, port forwarding - make such an access request at the Customer Service. If you are installing the system, you can make this request during our fitter's visit.

1.11) DO YOU SELL ROUTERS?

We do not sell and we do not include routers when entering into an agreement. The only exception to this is the offer of FTTH (connection in the flat finished with a fibre optic cable) in the case of purchase of the TV and Internet Package and technical conditions allowing for the installation of the device, when we include an access device which can broadcast the wireless network and work as a router.

1.12) IS IT POSSIBLE TO HAVE MORE THAN ONE IP ADDRESS?

Yes, with MOICO you can have more than one IP address and therefore you can have 2 independent routers connected. The cost of each additional IP address is PLN 8.76/month.

1.13) IS IT POSSIBLE TO ACTIVATE A FAMILY FILTER / PARENTAL CONTROL?

Unfortunately, it is not possible to set up a parental control when purchasing the service. You can configure all controls and filters on your own.