

Information about the quality of the services

Pursuant to the BIPT decision of 15 July 2015 in application of article 113 of the law of 13 June 2005 on electronic communications, Mobile Vikings shares the quality indicators below.

Fulfilment of agreed date of activation

	S2 2022	S1 2023
Internet at home (% of orders)	94%	98,21%

Comment:

This is the percentage of internet at home orders activated on the date agreed between the two parties during the reference period.

Complaints about the initial functioning of internet at home

	S2 2022	S1 2023
Internet at home (% of orders)	0,55%	1,33%

Comments:

Proportion of internet at home activations for which the customer reports a malfunction in the two weeks following activation. May be excluded from this: cases in which the malfunction is entirely due to equipment under the customer's own responsibility.

Percentage of failures and malfunctions

	S2 2022	S1 2023
Percentage of failures and malfunctions (% of lines)	1,24%	3,38%

Comments:

Proportion of internet connections on which a failure or malfunction was detected later than 2 weeks after installation. The failures and malfunctions taken into account are those that are the responsibility of the operator. They do not include problems attributable to the equipment and the installation of the customer.

Repair time of failures and malfunctions

	S2 2022	S1 2023
Period for repairing failures and malfunctions in 80% cases (hours)	13,42 hours	80,9 hours
Period for repairing failures and malfunctions in 95% cases (hours)	42 hours	162,9 hours

Comments:

Period between the moment the problem was reported by the customer to Mobile Vikings and the moment the service was fully restored in 80% or 95% of cases. The failures and malfunctions taken into account are those that are the responsibility of the operator. Problems attributable to the customer's equipment and installation are not included.

Average response time helpdesk

	S2 2022	S1 2023
Average response time (seconds)	NA	108 sec.
Percentage of calls to the helpdesk answered within 2 minutes (% of calls)	NA	84%

Comments:

Average time between the end of the welcome message and contact with a helpdesk agent.

Percentage of complaints resolved in first contact with helpdesk

	S2 2022	S1 2023
Customers who do not call back within 14 days for the same issue (% of calls)	74%	79,6%

Comments:

Percentage of problems submitted to the helpdesk for which the customer feels satisfied after the first contact. A problem submitted to the helpdesk is considered "solved to the customer's satisfaction at first contact" if the same customer does not call the helpdesk back within 14 days after the first contact.

Invoicing

	S2 2022	S1 2023
Complaints about invoicing (% of invoices)	0,06%	0,07%

Comments:

Percentage of helpdesk contact moments for which complaints were made by the customer regarding invoicing.

Mobile Vikings is an MVNO, a virtual operator, that makes use of the mobile and fixed network of operator Proximus. For more information on quality indicators specific to the networks, Vikings can consult Proximus.