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DUTCH MNO, KPN BUYS DUTCH MVNO TRINGG

FRENCH MVNO; PRIXTEL TO LAUNCH NEW ADSL SERVICES

Belgium MVNO; Mobile Vikings Scores 4.66 Rating in Astel Barometer 2011.

14 MAR 2011 BY [ADMIN](#) IN [BELGIUM](#), [EU MVNO](#), [FEED](#) / NO COMMENTS



Astel has conducted its 2011 Survey for Belgium Operators.

After analyzing the responses of nearly 900 participants, Astel has published its results for the "Astel Barometer 2011".

On 13 January, ASTEL invited consumers to participate in the second edition of the [Barometer 2011](#) which has met with great success.

This [major survey](#) is aimed to measure the quality of operators in Belgium, and computing a **satisfaction index for all of operators**, whether mobile, fixed, Internet or TV.

The survey asked consumers various level's of appreciation for **customer service** and **quality of the network** etc...

To avoid distorting the rankings with unrepresentative results, Astel decided not to take into account operators who have been assessed by fewer than 10 people.

Mobile

The quality of customer service

Top	Operators	Rating
1	Mobile Vikings	4,66
2	Belgacom	3,83
3	Proximus	3,54
4	Base	3,50
5	Mobistar	3,15
6	Allo RTL	3,11
7	Scarlet	2,67

Network quality

Top	Operators	Rating	Network
1	Belgacom	4,50	Proximus
2	Proximus	4,34	Proximus
3	Scarlet	4,33	Proximus
4	Base	4,00	Base
5	Mobile Vikings	3,98	Base
6	Mobistar	3,93	Mobistar
7	Allo RTL	3,53	Base

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MWC 2011 Dav Three -

By occupying the three top spots, the **GSM Proximus / Belgacom** is unquestionably the **best of Belgium**. This was the same result in [2009](#).

MVNO Company, Mobile Vikings made a sensational debut in the barometer since it is in first position in terms for customer service. As a reminder, this operator is mainly present for Internet and social networking, a strategy that seems to have paid off which seems particularly pleasing and suitable for the customer survey respondents for Mobile Vikings!

To View further results for Astel Barometer 2011, please use the following [Resource](#).

Mobile Vikings

Mobile Vikings is an online mobile operator that offers a prepaid full option formula focused on mobile data. All the services concerning mobile telephony, mobile internet – and mobile data services offered via a SIM card based on re-loadable prepaid call. This MVNO is operated by City Live who sell mobile telephony, SMS and internet services based in Belgium. Mobile Vikings offer is completely independent of what BASE is offering its customers as they manage their own users, have their own SIM cards and determine pricing.

Full MVNO; Network: [BASE](#); Services: **Pre+postpaid**; Status: **Active**

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Tags: [Base \(mobile telephony provider\)](#) [Belgacom](#) [Belgium Business](#) [Customer service](#) [GSM](#) [Mobistar](#) [Proximus](#)

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