



**B I P T**

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## BELGIAN INSTITUTE FOR POSTAL SERVICES AND TELECOMMUNICATIONS

*PRESS RELEASE*

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### **BIPT publishes an "Atlas" of the mobile operators' coverage on his website**

**Brussels, 15 July 2015 - Today BIPT published on its website an "Atlas" of the coverage provided by the mobile telecom operators in Belgium. The data of the telecom operators have been collected and, following verifications or "scanning" in the field, assembled in a public and free "Atlas". As of 1 January 2016 telecom operators are obliged to provide BIPT with further data that regard the quality, such as the response time of the customer services, which BIPT will also publish on its website as a "quality barometer".**

Today BIPT published on its website an "Atlas" of the coverage provided by the mobile telecom operators in Belgium. This atlas enables the consumer to verify the coverage of each of the three mobile operators (BASE Company, Mobistar and Proximus) individually or together, on the map of Belgium. The map also distinguishes between 2G, 3G and 4G.

The initiative meets a strategic concern to create a qualitative digital environment and transparency for the consumer. The telecom operators have made considerable investments in order to roll out their mobile networks. Almost the entire Belgian population has 3G coverage (only 0.004% does not), for 4G only 2.36% of the population is not covered by any operator mid-2015. But before, consumers only had the websites of each of the mobile operators to form a picture of the coverage. Now BIPT has collected the data from the telecom operators and has, following verifications or "scanning" in the field, assembled those data in a public and free "Atlas" that can be found on its website. Belgium's map has been subdivided in pixels of 200 m by 200 m. A pixel is considered to be covered when the coverage probability within a pixel exceeds 95%.

The data that will be published today date from 15 April 2015 and will be renewed and published every 3 months, following inspections and random checks by BIPT. At the moment the "Atlas" maps only provide information on the availability of each network in Belgium. In the aftermath of the Atlas project BIPT shall also launch a measuring campaign mapping the typical user experience of the operators (such as the possibility to successfully upload or download a file of a given size).

In a second phase the coverage of the fixed networks shall be represented in the Atlas. Consumers shall be able to view the different coverages and speeds provided by the different operators on BIPT's website.

In addition to this consumer support, the initiative also provides support to the operators themselves who wish to gain a comprehensive insight in the development of the networks in the telecom sector. After all it is a means for other authorities and partners, such as the FPS Economy and the European Commission who wish to define the areas that are not covered (or "white spots") in the context of the Digital Agenda.

Today, in addition to this "Atlas", BIPT will publish a decision obliging operators as of 1 January 2016 to provide BIPT with further data that regard the quality of mobile and fixed networks. For quality is more than just coverage. The data shall regard a series of quality indicators such as installation times, the response times of the customer services or the percentage of failures and malfunctions, which BIPT will also publish on its website as a "quality barometer".

Do you have any further specific questions regarding the use of mobile Internet? Visit [www.surfmobile.be](http://www.surfmobile.be) as well. Numerous FAQs provide answers to simple questions such as: What does 2G/3G/4G mean? What can I do with 100 Mb and 1 Gb? How can I avoid high invoices? Can I download any file?

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