

# Online disputes

What if you have a complaint? Don't hesitate to contact our helpdesk on 1976 (free of charge for Vikings) or 078 353 033, or via email: [info@mobilevikings.com](mailto:info@mobilevikings.com).

You can also turn to the Telecom Mediation Service via email: [klachten@ombudsmantelecom.be](mailto:klachten@ombudsmantelecom.be), via letter to KONING ALBERT II-LAAN 8 BUS 3, 1000 BRUSSEL, or by telephone on the number 02 223 09 09.

Another option is the [Online Dispute Resolution Platform](#).

