internet-ranking 2023

internet-offer.ch is happy to release the first edition of internet-ranking, the new rating that evaluates Swiss telecom providers for private customers. Here below you can find the evaluation of Mobile Operators and Home Internet Providers with all the parameters.

Swiss Mobile Operators

Ranking 2023	Mobile Operator	internet-ranking	Certification	CxOffering	CxDigital	CxSupport	CxSatisfaction	CxExit
1	Swype	80,41	Top Provider - 1st	8,5	10	6,5	5,2	10
2	Sunrise	78,89	Top Provider - 2nd	8,0	10	10	3,4	8
3	Yallo	78,16	Top Provider - 3rd	5,1	10	10	4	10
4	Lebara	77,40	Outstanding	4,7	10	9	5	10
5	Digital Republic	77,40	Outstanding	8,2	6,5	4	10	10
6	Teleboy	77,04	Outstanding	7,3	6,5	6,5	8,2	10
7	iWay	72,12	Outstanding	7,7	10	7	7,4	4
8	TalkTalk	70,61	Outstanding	8,6	6,5	10	8,2	2
9	Swisscom	70,41	Outstanding	6,0	10	10	5,2	4
10	SAK Digital	67,44	Very Good	7,2	6,5	9	7	4
11	Wingo	67,40	Very Good	4,8	6,5	7	5,4	10
12	Salt	67,29	Very Good	8,5	6,5	5	3,6	10
13	Coop Mobile	58,25	Good	2,8	2,5	7	6,8	10
14	M-Budget	53,52	Good	3,1	2,5	7	4,2	10
15	VTX	51,85	Good	7,4	2,5	7	7	2

Swiss Internet Providers

Ranking 2023	Internet Provider	internet-ranking	Certificazione	CxOffering	CxDigital	CxSupport	CxSatisfaction	CxExit
1	iWay	77,80	Top Provider - 1st	9,0	10	6	7,9	6
2	SAK Digital	74,00	Top Provider - 2nd	9,0	7,5	9	7,5	4
3	Swisscom	70,40	Top Provider - 3rd	7,5	10	10	5,7	2
4	Teleboy	69,48	Very Good	5,5	10	6,5	8,7	4
5	Yallo	68,08	Very Good	1,5	10	10	4,5	8
6	Sunrise	66,80	Very Good	7,5	10	10	3,9	2
7	Zattoo	64,04	Very Good	2,4	10	6,5	9,1	4
8	Quickline	63,48	Very Good	2,8	10	10	6,9	2
9	Salt	63,20	Very Good	6,0	6,5	5	4,1	10
10	Wingo	58,88	Good	0,0	6,5	9	5,9	8
11	VTX	56,00	Good	3,0	6,5	7	7,5	4
12	TalkTalk	52,80	Good	3,2	2,5	10	8,7	2
13	M-Budget	48,48	-	2,0	6,5	7	4,7	4

Remember: the official internet-ranking can be found only on internet-offer.ch and is available in 4 languages as follows.

[internet-ranking for Swiss Telecom Providers](#)
[internet-ranking für Schweizer Telecom Anbieter](#)
[internet-ranking per i fornitori di telecomunicazioni svizzeri](#)
[internet-ranking pour les fournisseurs de télécommunications suisses](#)

internet-ranking: This is the final rating which includes all the single parameters that have been considered and evaluated.

Certification Level: This is the final rating assigned to the associated company based on the final evaluation of the editorial team. There are 4 certification levels: *Top Provider* (only for the companies on the podium), *Outstanding*, *Very Good* and *Good*.

CxOffering: This metric shows how the provider is flexible in his offering trying to accommodate all the different needs of the customers (e.g for mobile it could be 5G connectivity as well as roaming, for Home Internet it could be bundle promos as well as reduced activation costs) while keeping fair low rates.

CxDigital: This metric is based on the digitalization level of the shopping and of all the customer touchpoints such as mobile apps and personal areas/cockpits.

CxSupport: This metric includes the ease and flexibility regarding the customer service.

CxSatisfaction: This metric is a parameter of how the company is perceived online looking at customer reviews and rating on different websites (e.g Trustpilot).

CxExit: This metric incorporates the condition stated by single providers related to a possible Lock-in period, contractual restrictions or try&buy possibility and other clauses.