

**Everything about
the cable connection
at your home
or your business**

BASE



With BASE you transform your house into a fantastic living environment

Don't have a cable connection to your home yet?

On the following pages, we'll tell you how to get our services to you. This way, you can surf super-fast and relax fully with digital television.

This brochure deals with individual connections to the coaxial cable, for both private and business customers. Do you live in an apartment with a drop cable termination point in a common area or without cable connection? Then contact your contractor or developer. They will take care of everything for you.



The cable in **3 steps** at your home

STEP 1 **Check your situation**

**Before contacting us,
collect the necessary info.**

Check the cable network
in your street. The drop cable
termination point is in a grey box,
on a pole or on a facade.

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STEP 2 **Contact us**

**We take care of the necessary
appointments using all this info.**

Phone us or visit a
BASE Shop in your area.
Do this well in advance,
when convenient for you.

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STEP 3 **Prepare for our visit**

**You do the necessary things that
allow us to carry out the work.**

For example, you choose the
location of the basic installation,
buy the distribution cable and
lay it on your property.

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First a little info...

On the following pages, we go through all the steps involved in a cable connection.

Before we start, it is important to become familiar with the main components.

Further on we discuss this in more detail.

Around your home

Distribution cable

This cable connects the basis set-up with the drop cable termination point in your street. The distribution cable is also referred to as a connection cable or drop cable.

You buy the distribution cable and lay this on your property.

We take care of connecting the cable to our chosen drop cable termination point. We also take care of any digging work on public roads.

Drop cable termination point

This is where you will be connected to the cable network.

Usually the drop cable termination point is a grey box on or near your property. It can also be installed on your facade or on a pole on the street. The drop cable termination point is also referred to as the connection point or distribution point.

We take care of connecting the distribution cable to our chosen drop cable termination point.

In your home

Basic set-up

This is the modem and network switch. You will usually find it in your storage room or garage, along with the meters for electricity, natural gas and water.

We will come and install the basic set-up as soon as the cable connection is in place. The further installation of your BASE services depends on the installation type you choose.

Indoor cabling

These are the cables in (or on) the walls of your home.

The indoor cabling connects the basic set-up to your BASE TV box, computer or other devices.

You take care of laying the indoor cabling. Usually this has already been done by the contractor or previous owner. The installation type chosen determines who connects the indoor cabling to the modem.

What is the cable network in your municipality?




BASE is available throughout all Belgium.

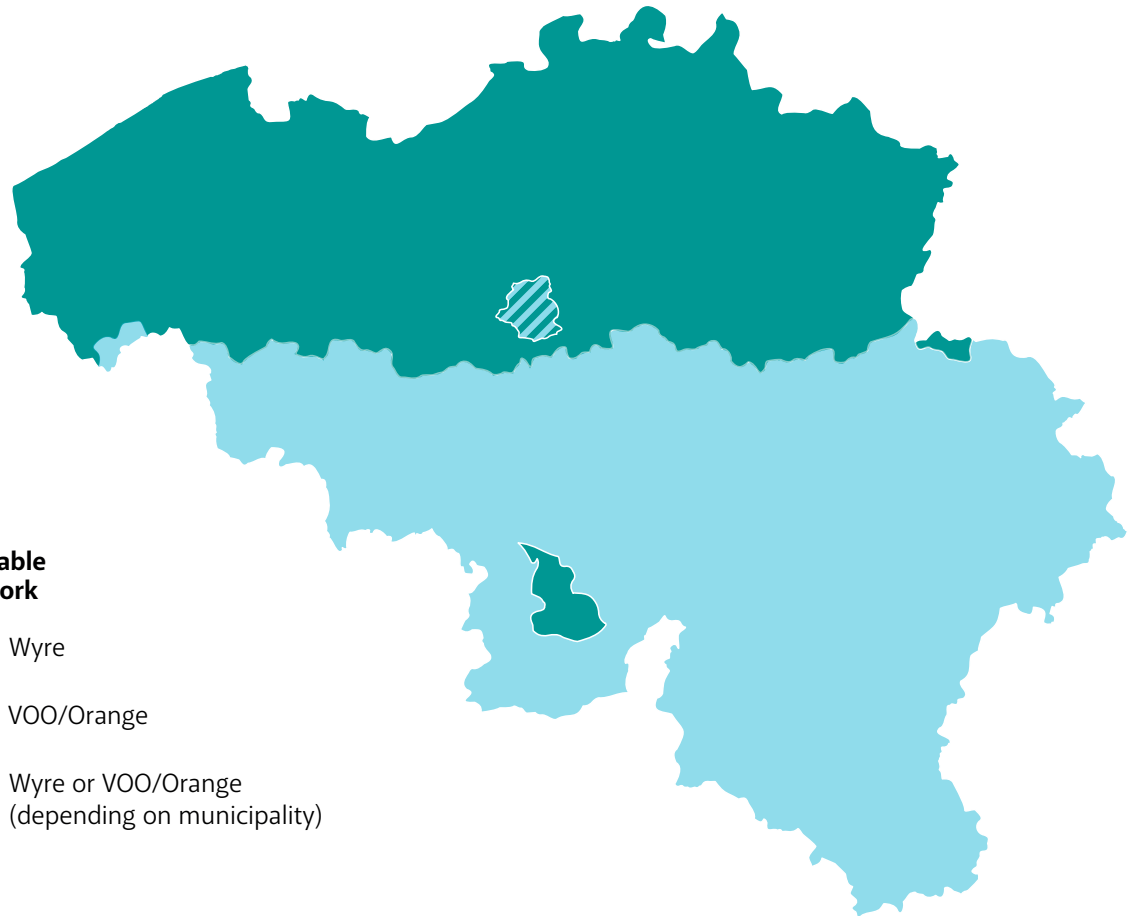
The cable network on your street is owned by another company. Therefore, please check which cable network we will connect you to:

- I In the **Flemish Region**, this is always the Wyre network.
- I In the **Brussels Capital Region**, this can be either the Wyre or the VOO/Orange network.
- I In the **Walloon Region**, most municipalities are covered by the VOO/Orange network. In parts of the provinces of Hainaut and Namur, this is the Wyre network.

On [our website](#) you can find a list of the available cable network for each postal code.

Available network

-  Wyre
-  VOO/Orange
-  Wyre or VOO/Orange (depending on municipality)



GOOD TO KNOW

Wyre or VOO/Orange can contact you directly for the necessary practical appointments.

What does your cable network look like?

Look for the nearest drop cable termination point on your street. This determines how the distribution of internet and digital TV is done for you.

With this information, in step 2 we accurately estimate the work involved. That way, the work will be over as soon as possible. Digging in your street, for example, makes the waiting time longer, even though this is not always necessary. Moreover, this clarifies what you need to do in step 3 in preparation.

There are three types of drop cable termination points on the cable network:



IN A GREY BOX

Often on the property boundary with your neighbour, on the footpath.

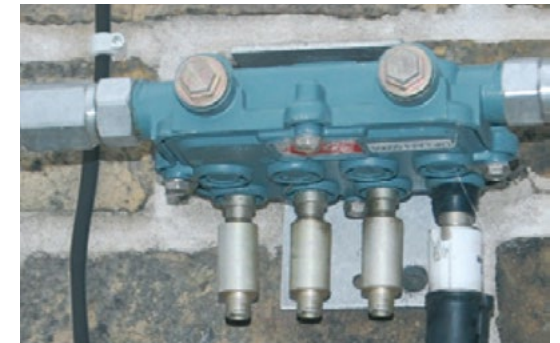
This could also be a few houses away or across the street.



ON A POLE

Often together with electricity and street lighting.

This can also be across the street.



ON A POLE

Often at the level of the first floor or under the gutter.

This could also be by the neighbours or even further away.

The drop cable termination point is in a grey box, on a pole or on a facade?

Then indicate below where the nearest one is placed or mounted:

- ☐ **Entirely on your ground**
- ☐ **On the property boundary** with your neighbours
- ☐ **At your neighbours** (maximum 1.5 metres from the property boundary + in unpaved ground)
- ☐ **At your neighbours** (maximum 1.5 metres from the property boundary + not in unpaved ground)
- ☐ **On the public road** (on your side of the street + further than 1.5 metres from the property boundary with your neighbours)
- ☐ **On the public road** (across the street)

Drop cable termination point on the facade?

Then indicate below where the nearest one is mounted:

- ☐ **On your own facade**
- ☐ **At the neighbours**



Can't find the drop cable termination point?

No problem: we'll figure it out with you at the next step.

Contact us

A BASE staff member reviews exactly what is needed. This is where the information you gathered in the previous step helps.

Together with you, the necessary appointments are also scheduled immediately.

By phone

Call us:

Via a BASE number: **1999**.

Via a non-BASE number: **0800 66 311**.

The BASE team is ready for you at:

- Monday to Friday: from 8:00 to 20:00
- Saturday: from 9:00 to 20:00

Moving house?

Then you cannot yet arrange the cable connection for your new address through the website.

Want to know the status of the work afterwards?

Feel free to call us.

Want to view or change your appointments?

You can do this easily via the My BASE app.

At a BASE shop

Stop by at a location near you.

You can find an overview on **our website**. We'll help you with your cable connection anywhere.

GOOD TO KNOW

The extent of the work will determine how much time we need to complete your cable connection. When digging in your street, for example, it takes longer because of the necessary permits.

Do you already have a moving day or desired start date for your BASE subscription in mind? In that case, please contact us as soon as possible.



Determine the location of the basic set-up

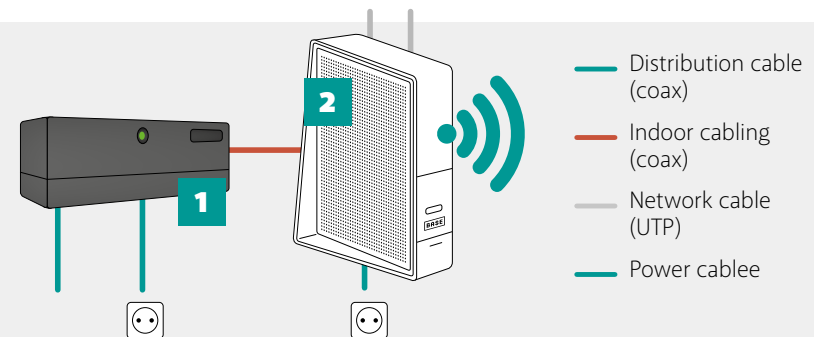
A BASE technician will install this in your home as soon as the drop cable is in place.

However, it is important to choose the location of the basic set-up now. This is because it has consequences for the distribution cable: where to place it yourself, what type you need and how long it should be.

In an apartment building, we never place the basic set-up in a common or freely accessible area. This is always in your own apartment.

What does the basic set-up consist of?

- 1** A **Network Interface Unit** (NIU) that splits the signals of the cable network. So you can surf and watch digital TV at the same time.
- 2** A **BASE modem** from which the indoor cabling to your devices leaves. In addition, the modem provides the Wi-Fi signal in your home.



What is the ideal location of the basic set-up?

- **Always:** where the distribution cable enters your home.
- **Best:** in the storage room or garage.
- **Best:** by the electricity, water or natural gas meters.
- **Never:** in a crawl space or damp room.

What do you envision for the BASE technician?

- A free space on the wall of at least 40 x 50 centimetres.
- 3 earthed mains outlets.

IMPORTANT

- **Stay home** for the appointment and make sure that at least **one adult** is present.
- Provide **sufficient light** and **move furniture to the side** to make it easier for the technician to carry out the installation.

Provide the distribution cable

Did the work planner come to take a look and choose the drop cable termination point to be connected? Then you can proceed with preparing the cable connection.

You buy the entire distribution cable up to the drop cable termination point and lay the part on your property yourself. We lay the distribution cable on the public road or by the neighbours, if necessary. From the connection of the distribution cable to the network, you automatically and irrevocably transfer ownership of the distribution cable to the relevant network supplier.

Proceed as follows:

- First, check how you need to lay the distribution cable.
- Decide what **length** and **type** to buy.
- Lay the distribution cable on your property **in its final location**, before we visit.

That way, you won't make any mistakes and everything will go smoothly.

Make sure you buy a distribution cable that you can lay outside. If necessary, consult an expert. You can find more practical info on [our website](#).



GOOD TO KNOW

Make sure you know what the drop cable termination point to be connected is. This is not always the nearest one. The ground and exact location plays a role in this.

Normally, you discuss this with the BASE employee in step 2. **In certain cases, a work planner comes along.** They review the situation and then choose the drop cable termination point. Only after that can you proceed further with purchasing and laying your distribution cable.

Laying the distribution cable: Connecting to a grey box

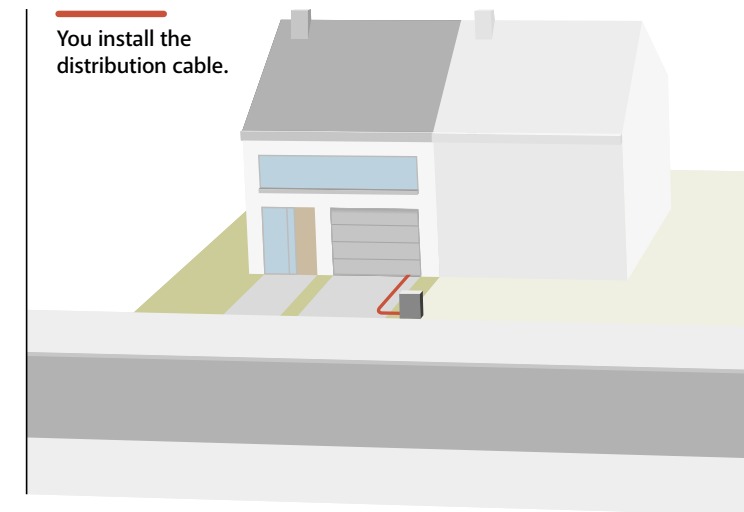


Is the box fully on your property or on the property boundary?

You lay the distribution cable underground to the cabinet. Put this in a conduit pipe, at least 60 cm deep. The conduit pipe should have a diameter of 40 mm (Wyre network) or 80 mm (VOO/Orange network).

- Start in the room in the house where your basic set-up will be.
- Bring the distribution cable out through the wall.
- From here, lay the distribution cable underground.
- Go perpendicular toward the street.
- Make a gentle bend until you are parallel to the street side.
- From here, go in a straight line to the agreed drop cable termination point.

We take care of connecting the distribution cable to the drop cable termination point in the box.

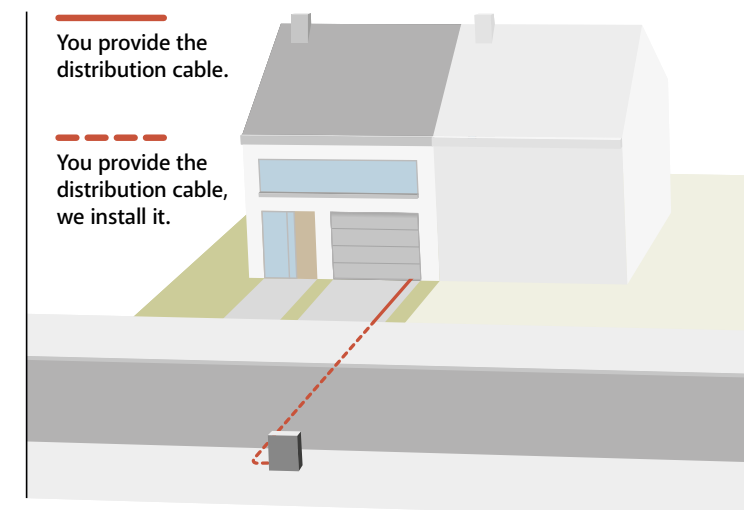


Is the box not on your property?

You lay the distribution cable underground up to the property boundary, as close as possible to the agreed drop cable termination point. Put the distribution cable in a conduit pipe, at least 60 cm deep. The conduit pipe should have a diameter of 40 mm (Wyre network) or 80 mm (VOO/Orange network). Lay this on your plot, as described in the other situation above.

In addition, make sure you have enough extra distribution cable. This is to bridge the distance outside your property to the drop cable termination point. This remaining distribution cable must be one piece with what you have already laid underground on your property. Tie the extra distribution cable together on a roll and lay it above ground on your property, by the property boundary.

We take care of the further laying of the distribution cable, from the plot boundary. If necessary, we also do any necessary excavation work in your street. We then connect the distribution cable to the drop cable termination point in the box.



Laying the distribution cable: Connecting on a pole



The part on your property

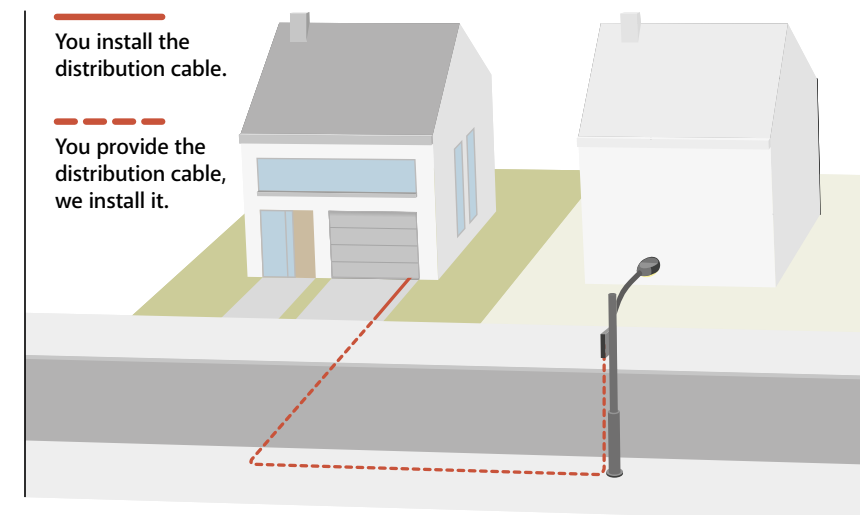
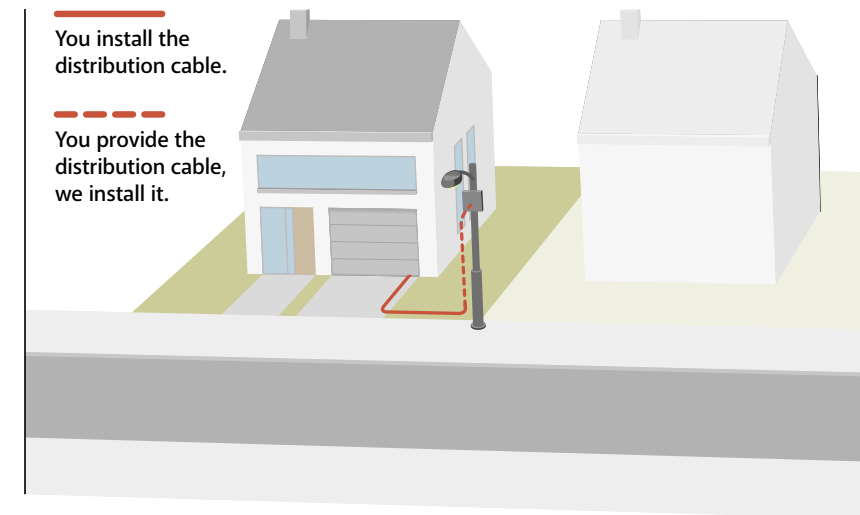
You lay the distribution cable underground up to the property boundary, as close as possible to the agreed drop cable termination point. Put the distribution cable in a conduit pipe, at least 60 cm deep. The conduit pipe should have a diameter of 40 mm (Wyre network) or 80 mm (VOO/Orange network).

- Start in the room in the house where your basic set-up will be.
- Bring the distribution cable out through the wall.
- From here, lay the distribution cable underground.
- Go perpendicular toward the street.
- Make a gentle bend until you are parallel to the street side.
- From here, go in a straight line to the agreed drop cable termination point, up to the property boundary.

The part on your property

You make sure there is enough remaining distribution cable to bridge the extra distance outside your property. This distribution cable must be one piece with what you have already laid underground on your property. Tie the remaining distribution cable together on a roll and lay it above ground on your property.

We take care of the further laying of the distribution cable, from the plot boundary. If necessary, we also do any necessary excavation work in your street. We then connect the distribution cable to the drop cable termination point on the pole.



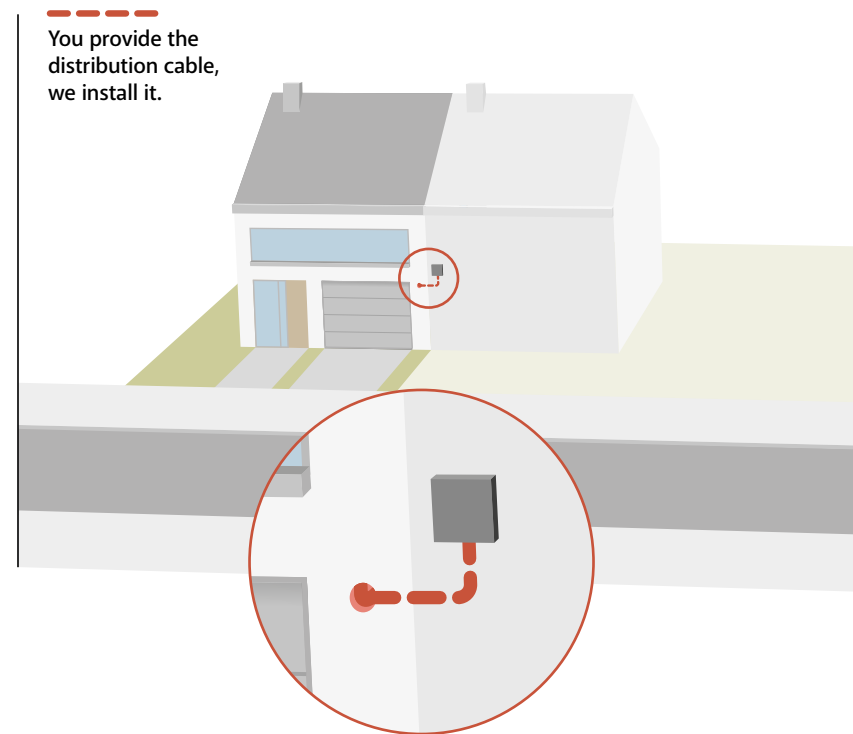
Laying the distribution cable: : Connecting on a facade



You make sure there is a hole drilled in your facade.

- Start in the room in the house where your basic set-up will be.
- Bring the distribution cable out through the wall.
- Tie the distribution cable together and have it hang on your facade.

We take care of attaching the distribution cable on the facade and connecting it to the drop cable termination point.



The length of the distribution cable

1 Measure the distance between where your BASE basic set-up will be with:



The nearest pole:

_____ metre



2 Add to this an amount of cable as spare:

Wyre: extra 11 metres
VOO/Orange: 20% extra



The nearest box:

_____ metre



Wyre: extra 3 metres
VOO/Orange: 20% extra



The drop cable termination point on the façade:

_____ metre



Wyre: extra 3 metres*
VOO/Orange: extra 2% metres

Total length

of distribution cable to be bought by you

_____ metres



_____ metres



_____ metres

* Is there another house between your own house and the drop cable termination point? Add those meters as well.

Do you need more than 70 metres (VOO/Orange) or 80 metres (Wyre) of distribution cable?

Don't buy your own distribution cable, but call us again on 1999 (via BASE number) or 0800 66 311 (via a non-BASE number).

GOOD TO KNOW

In a new-build house, the distribution cable is often already laid by the contractor. So there's nothing more for you to do. Please check this.

The type of distribution cable

The length of the distribution cable determines which type you buy. The greater the distance between the basic set-up and drop cable termination point, the greater the potential signal loss. The right type of distribution cable can handle this. In addition, the length of the longest inner cable also plays a role.

FOR CONNECTION TO THE WYRE NETWORK




	PE6	PE11	PE14
			
Colour	Black (smooth)	Black (smooth)	Black (ribbed)
Thickness	7 millimetres	10 millimetres	14 millimetres
Maximum length	30 metres	50 metres	80 metres

		Longest indoor cable (metres)						
		1-5	6-10	11-15	16-20	21-25	26-30	31-35
Distribution cable (metres)	< 1	PE6	PE6	PE6	PE6	PE6	PE6	PE6
	1-5	PE6	PE6	PE6	PE6	PE6	PE6	PE14
	6-10	PE6	PE6	PE6	PE6	PE6	PE11	Ⓢ
	11-15	PE6	PE6	PE6	PE6	PE11	PE14	Ⓢ
	16-20	PE6	PE6	PE6	PE11	PE14	Ⓢ	Ⓢ
	21-25	PE6	PE6	PE11	PE11	PE14	Ⓢ	Ⓢ
	26-30	PE6	PE11	PE11	PE14	PE14	Ⓢ	Ⓢ
	31-35	PE11	PE11	PE11	PE14	Ⓢ	Ⓢ	Ⓢ
	36-40	PE11	PE11	PE14	PE14	Ⓢ	Ⓢ	Ⓢ
	41-45	PE11	PE14	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ
	46-50	PE11	PE14	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ
	51-55	PE14	PE14	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ
	56-60	PE14	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ
	61-65	PE14	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ
	66-70	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ
	71-75	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ
	76-80	PE14	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ

Ⓢ = You probably cannot provide the distribution cable yourself. Contact us.

No idea what the length of the longest inner cable is? Then look in the leftmost column from 1 to 5 metres.

FOR CONNECTION TO THE VOO/ORANGE NETWORK

	PE6/ RG6U	PE11/ RG11U	PE14/7118/514Cu/2.65/11.0
			
Colour	Black (smooth)	Black (smooth)	Black (ribbed)
Thickness	7 millimetres	7 millimetres	14 millimetres
Length of distribution cable needed	0 - 25 metres	25 - 50 metres*	50 - 80 metres

*Above ground connection? If so, always choose a carry version of this type of distribution cable.

Approved distribution cables:		
Type	Brand	Features
RG6U	B-CABLES	PE6 Fca
RG6U	Hirschmann	KOKA PE6Fca
RG6U	Câblerie d'Eupen	7CW05CRT5V-H5
RG6U	Câblerie d'Eupen	7CW05TRI5V
RG11U	B-CABLES	PE11 Fca
RG11U (underground)	Câblerie d'Eupen	707CRT2
RG11U (above ground)	Câblerie d'Eupen	707CRT2
2.65/11.0	B-CABLES	PE14 Fca
2.65/11.0	Câblerie d'Eupen	7118

Provide indoor cabling and wall outlets if necessary

For your BASE TV box, it is best to use a UTP cable, instead of connecting via Wi-Fi.

That way you can be sure of the best connection.

Êtes-vous en train de construire/rénover ? **Il est alors pratique de fournir les câbles UTP nécessaires pour d'autres appareils également.** Surtout si vous avez une grande maison. En effet, une isolation élevée et d'autres matériaux de construction modernes peuvent réduire la portée du wifi.

Step 1: determine where the devices will be located.

On which wall in the living room will you mount the TV? Do you want an internet connection in your desk, as an alternative to a Wi-Fi connection? Keep the future in mind as well. Perhaps your children will want to watch TV in their room later?

Step 2: provide the correct interior cabling and wall outlets.

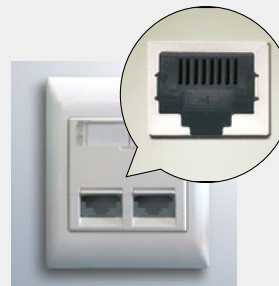
The device you will be connecting determines the type you need. Consider getting higher category UTP cable. This makes you even more ready for the future.

Indoor cabling for internet and BASE TV box



UTP cable category
5e or higher

Wall outlets for internet and BASE TV box



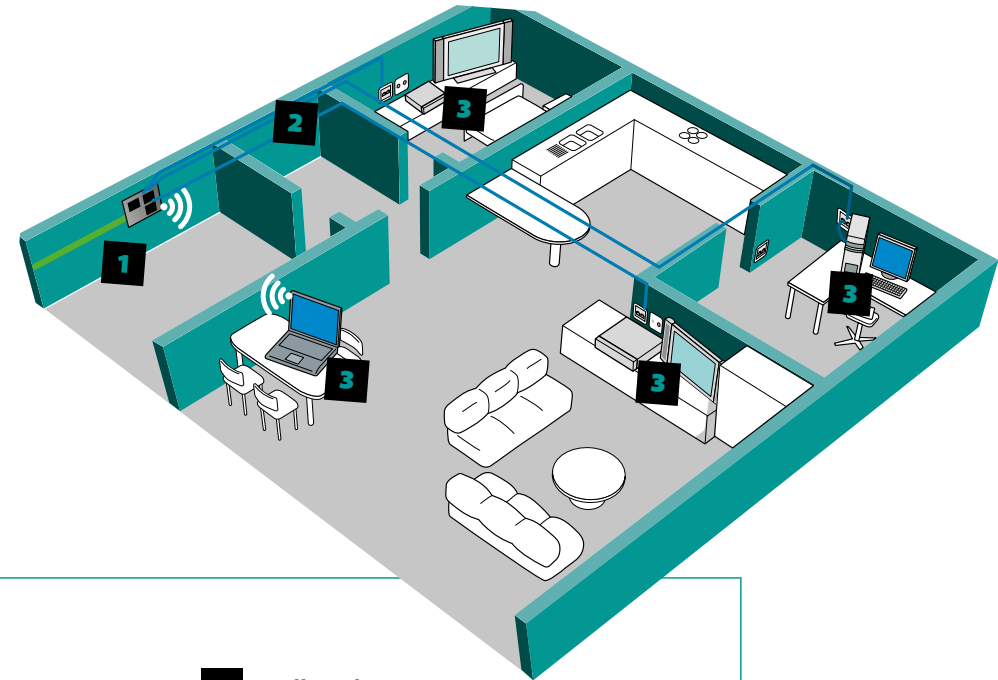
Wall outlets for
UTP RJ 45

Step 3: make sure that each wall outlet has its own inner cable.

You connect this directly to the BASE modem. Do not put the interior cabling in the same pipes as the electrical cables.

In addition, always lay a separate conduit pipe with a:

- smooth inner wall,
- minimum diameter of 19 mm and
- sturdy tightening wire inside.



— Distribution cable

1 Basic set-up

BASE modem and Network Interface Unit

2 Indoor cabling

— UTP cable category 5e or higher

3 Wall outlet



For UTP RJ 45

GOOD TO KNOW

There are two types of indoor cabling:

- **Build-in cables** can be tucked away in the wall. This is the most attractive solution, but requires grinding and is difficult to install further after you move.
- **Build-on cables** are mounted on the wall. So they remain visible, but are easier to lay further for an additional device.

You're all set for your connection to the cable network!

Still need help?

Call us:

- Via a BASE number: **1999**
- Via a non-BASE number: **0800 66 311**

Surf to [BASE.be/preparingforinstall](https://base.be/preparingforinstall)

