

Subject: Notification of changes to BASE and BASE Business general and specific terms and conditions

Dear,

Since 3 June 2024, BASE has offered internet and television services alongside its existing mobile offerings.

Following the introduction of this new range, new BASE and BASE Business general and specific terms and conditions were drafted which, in addition to conditions applicable to mobile services, also include those applicable to internet and television. These new terms apply to all contracts concluded from 3 June 2024 onwards.

Your mobile services contract was concluded before 3 June 2024 and is therefore still governed by the old general and specific terms and conditions.

For the sake of transparency and simplification, the decision has been taken to apply the new general and specific terms and conditions to all contracts (regardless of their date of conclusion).

Enclosed you will find a copy of these new BASE and BASE Pro general and specific terms and conditions. They are also available on our website (<https://www.prd.base.be/nl/wettelijke-informatie/voorwaarden/>). We are only changing your general and specific terms and conditions. The specifications and pricing of your products and services remain unchanged.

Our new approach for the BASE and BASE Pro general and specific terms and conditions can be summarized as follows:

- (i) The old general terms contained several clauses specifically tailored to mobile services. Since we now also offer internet and television, our new general terms and conditions include only clauses applicable to all our services.
- (ii) Clauses that apply to only one type of service can now be found in the specific terms and conditions.
- (iii) The specifications and tariffs of the services are now set out in the info sheets [Info sheets | BASE | BASE](#).

Enclosed are two concordance tables to help you locate the clauses from the old general and specific terms and conditions in the new general and specific terms and conditions. Where content has been amended, a brief explanation is provided. As you will see, most changes are administrative in nature and have no negative impact on you, or arise from applicable legal obligations.

Our new general and specific terms and conditions will apply to you as of 09/10/2025.

If you do not agree with these new terms, you have the right to unilaterally terminate your contract with BASE without penalty within three months of the date of this notification.

You can cancel free of charge via our Customer Service.

For any questions, please contact us at [BASE.be/contact](https://base.be/contact).

Kind regards,
The BASE team

Attachments:

1. New BASE and BASE Pro general terms and conditions
2. New BASE and BASE Pro specific terms and conditions
3. Concordance table general terms and conditions
4. Concordance table specific terms and conditions