

SPECIAL TERMS AND CONDITIONS for Mobile

CONCORDANCE TABLE – NEW TERMS VS OLD TERMS

| Article – New T&C | Article – Old T&C | Remark |
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| 1. Definitions | | |
| 1 | A (BASE General Terms and Conditions); A (BASE BUSINESS General Terms and Conditions) | |
| 2. General | | |
| 2.1 | B.1 and B.1.1 (BASE General Terms and Conditions); B.1.1 (BASE BUSINESS General Terms and Conditions) | |
| 2.2 | B.1.3 (BASE General Terms and Conditions); B.1.2 and B.3.2.1 (BASE BUSINESS General Terms and Conditions) | |
| 2.3 | B.3.2.1 (BASE General Terms and Conditions) | |
| 2.4 | D.2 (BASE General Terms and Conditions); D.2 (BASE BUSINESS General Terms and Conditions) | |
| 2.5 | B.3.4 (BASE General Terms and Conditions); B.3.4 (BASE BUSINESS General Terms and Conditions) | |
| 3. Prepaid cards | | |
| 3.1 | B.1.2.1 (BASE General Terms and Conditions) | |
| 3.2 | B.1.3 (BASE General Terms and Conditions) | |
| 3.3 | New | This article is provided for the Customer's information and refers to a legal provision applicable to the Customer. |
| 3.4 | B.1.2.1 (BASE General Terms and Conditions) | |
| 3.5 | B.1.2.2 (BASE General Terms and | |

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| | Conditions) | |
| 3.6 | B.2.2 (BASE General Terms and Conditions) | |
| 3.7 | B.2.2 (BASE General Terms and Conditions) | |
| 3.8 | B.2.2 (BASE General Terms and Conditions) | |

| 4. Monthly plans | | |
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| 4 | B.2.2 (BASE General Terms and Conditions) | |

| 5. Obligations of BASE | | |
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| 5.1 Mobile number | | |
| 5.1.1 | B.2.2 (BASE General Terms and Conditions); B.2.2 (BASE BUSINESS General Terms and Conditions) | |
| 5.1.2 | B.2.2 (BASE General Terms and Conditions); B.2.2 (BASE BUSINESS General Terms and Conditions) | |
| 5.1.3 | B.2.2 (BASE General Terms and Conditions); B.2.2 (BASE BUSINESS General Terms and Conditions) | |
| 5.2 Coverage | | |
| 5.2 | B.3.2.2 (BASE General Terms and Conditions); B.3.2.2 (BASE BUSINESS General Terms and Conditions) | |
| 5.3 Speed | | |
| 5.3.1 | B.2.4 (BASE General Terms and Conditions); B.2.4 (BASE BUSINESS General Terms and Conditions) | |
| 5.3.2 | B.2.4 (BASE General Terms and Conditions); B.2.4 (BASE BUSINESS General Terms and Conditions) | |
| 5.3.3 | B.2.4 (BASE General Terms and Conditions); B.2.4 (BASE BUSINESS General Terms and Conditions) | |
| 5.4 Emergency services | | |
| 5.4 | B.2.3 (BASE General Terms and | |

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| | Conditions); B.2.3 (BASE BUSINESS General Terms and Conditions) | |
| 5.5 Roaming | | |
| 5.5.1 | B.2.1 and B.2.2 (BASE General Terms and Conditions); B.2.1 (BASE BUSINESS General Terms and Conditions) | |
| 5.5.2 | B.2.1 and B.2.2 (BASE General Terms and Conditions); B.2.1 (BASE BUSINESS General Terms and Conditions) | |
| 5.5.3 | B.2.1 and B.2.2 (BASE General Terms and Conditions); B.2.1 (BASE BUSINESS General Terms and Conditions) | |
| 5.5.4 | D.8.3 (BASE General Terms and Conditions); D.8.3 (BASE BUSINESS General Terms and Conditions) | |
| 5.6 Content | | |
| 5.6 | B.4 (BASE General Terms and Conditions); B.4 (BASE BUSINESS General Terms and Conditions) | |
| 5.7 Transparency and tariff protection | | |
| 5.7 | D.6.1.3 (BASE General Terms and Conditions) | |

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| 6. Obligations of the Customer | | |
| 6.1 SIM | | |
| 6.1.1 | B.3.1.1 (BASE General Terms and Conditions); B.3.1.1 (BASE BUSINESS General Terms and Conditions) | |
| 6.1.2 | B.3.1.2, B.3.2.1 and B.5 (BASE General Terms and Conditions); B.3.1.2, B.5.1, B.5.2 and B.5.3 (BASE BUSINESS General Terms and Conditions) | |
| 6.1.3 | B.3.1.3 and B.3.2.4 (BASE General Terms and Conditions); B.3.1.3 and B.3.2.4 (BASE BUSINESS General Terms and Conditions) | Under the new terms, the Customer undertakes to notify BASE of the loss or theft of a SIM card and/or Device no later than twenty-four hours after the loss or theft occurs. This change is also to the Customer's advantage, allowing BASE to take the necessary measures as quickly as possible where appropriate. |

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| 6.2 Device | | |
| 6.2.1 | B.3.2.1 (BASE General Terms and Conditions) B.3.2.1 (BASE BUSINESS General Terms and Conditions) | |
| 6.3 Normal use | | |
| 6.3.1 | D.6.2 and D.10.2.1 (BASE General Terms and Conditions); D.6.2 and D.10.2.1 (BASE BUSINESS General Terms and Conditions) | |
| 6.3.2 | B.3.3.1, B.3.3.2 and B.5 (BASE General Terms and Conditions); B.3.3.1 and B.3.3.2 (BASE BUSINESS General Terms and Conditions) | |
| 6.3.3 | D.6.3 (BASE General Terms and Conditions); D.6.3 (BASE BUSINESS General Terms and Conditions) | |
| 6.3.4 | New | This article is provided for the Customer's information. |
| 6.3.5 | New | This article is provided for the Customer's information regarding the means BASE may use to prove abnormal use. |
| 6.3.6 | D.6.3 (BASE General Terms and Conditions); D.6.3 (BASE BUSINESS General Terms and Conditions) | |
| 6.4 Access to the internet | | |
| 6.4.1 | D.6.2 (BASE General Terms and Conditions); D.6.2 (BASE BUSINESS General Terms and Conditions) | |
| 6.4.2 | New | This article is provided for the Customer's information and reminds the Customer of their responsibilities regarding the protection of their Device, data, and software when accessing the internet. |
| 6.5 Users | | |
| 6.5.1 | New | This article specifies a contractual obligation of the Customer that is necessary for BASE to provide its services efficiently. |
| 6.5.2 | D.8.10.6 (BASE BUSINESS General Terms and Conditions) | |
| 6.5.3 | D.8.10.2 and D.8.10.7 (BASE BUSINESS General Terms and Conditions) | |

7. Central number database, telephone directories, and directory enquiry services

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| 7.1 | New | This article is provided for the Customer's information and relates to a legal obligation of BASE. |
| 7.2 | New | This article is provided for the Customer's information. |
| 7.3 | New | This article is provided for the Customer's information and relates to a legal obligation of BASE. |
| 7.4 | New | This article is provided for the Customer's information. |

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| 8. Number porting | | |
| 8.1 Porting a number to BASE | | |
| 8.1.1 | New | This article is provided for the Customer's information and relates to a legal obligation of BASE. |
| 8.1.2 | New | This article is provided for the Customer's information and serves to protect BASE against erroneous number porting requests. It also serves to protect the interests of the Customer in the event of a number porting. |
| 8.1.3 | New | This article is provided for the Customer's information and draws the Customer's attention to their contractual obligations towards the previous operator in the event of a number porting to BASE. |
| 8.2 Number porting to a different operator | | |
| 8.2 | New | This article is provided for the Customer's information to ensure that the Customer takes the necessary measures in a timely manner to enable the number porting to another operator. |
| 8.3 Refusal and/or delay | | |
| 8.3.1 | New | This article is provided for the Customer's information and relates to a legal obligation of BASE. |
| 8.3.2 | New | This article is provided for the Customer's information and relates to a legal obligation of BASE. |