



## Terms and Conditions for telecommunication services

### 1. Introduction

- 1.1. The company will assign the subscriber a telephone number from its number database. The company is not required to assign the subscriber a particular telephone number. The company is entitled to change the telephone number assigned to the subscriber for technical and regulatory reasons. The company does not undertake to keep a number assigned to a subscriber in the past if he has waived it, if his service contract has expired, or if it has been canceled.
- 1.2. The SIM card is intended for use in authorized devices only, for use on the company's network. For SIM cards to be used with specific device types (such as mobile phones, smartphones, kosher phones or cellular modems), they are allowed to be used in devices of the same type only. The SIM card must not be installed in a cellular modem or in a mobile connected to a cellular modem, even temporarily, unless the company has authorized the subscriber to do so explicitly.
- 1.3. In the case of number porting - the billing will begin at the end of the porting process, or the first usage of the line, whichever comes first. In the case of allocation of a phone number without porting, the subscriber will be billed for all services and equipment, as soon as the transaction is set up.
- 1.4. If within 90 days of the transaction as part of a number porting, the porting process is not completed or a first use of the telephone number assigned to the carrier has not been completed by the subscriber, the transaction will be canceled and the mobile number assigned to the subscriber will be disconnected and it will no longer be usable.
- 1.5. A subscriber is entitled to purchase a device from any distributor of his choice, including distributors who have no connection with the company.
- 1.6. This document along with the terms of the selected offer and additional documents, all together form the service agreement between the Subscriber and the Company.

### 2. General

- 2.1. Usage of services is subject to payment unless otherwise specified. The rates detailed in the plan chosen by the subscriber and the general rates as set by the company, are available on the company's website.
- 2.2. The company is entitled to set the rates, fees, and additional services (paid or free), even if they were not included in the service contract, including in the price list, at the time of signing the contract. If the subscriber uses them, they will be charged for this according to the rates set at the time of use.
- 2.3. The usage of the company's network is subject to the rules, legal conditions, and service contract. This document includes the general conditions of the contract. Rates and special subscription prices are detailed in the subscriber's specific subscription. The other rates are detailed in the company's general rates list and can be consulted on the company's website.
- 2.4. The General Director of the Department of Communications or any person appointed by him is authorized to order the company to modify the service contracts. The subscriber's contract with the company under this service agreement constitutes the subscriber's consent for such modification as stipulated.
- 2.5. Any change in the conditions of the contract will be made according to the conditions of the license and in accordance with the law.
- 2.6. The responsibility to cancel services rests with the subscriber. If the service operates using a dedicated application, stopping the service or deleting the application from the phone does not interrupt the service. The subscriber must email [support@annatel.us](mailto:support@annatel.us) and ask for the service to be stopped.

### 3. Services and their usage

- 3.1. Once the subscriber is connected to the company's network, and subject to payment for the services, the company undertakes to provide the subscriber with the communication services in accordance with and subject to the terms of the contract, the license, and the law.



## Terms and Conditions for telecommunication services

- 3.2. The company has the operator license for the provision of communication services using a host network and the services of the host network. The entire and exclusive responsibility for all communication services provided to the subscriber under this contract is the responsibility of the company and is subject to the terms of this contract. A subscriber will in no way contact the host network, but only the company.
- 3.3. The termination or limitation of the services of the company will be carried out by the company in accordance with the conditions of the license and the legal conditions only.
- 3.4. The company is entitled to add or cancel services regularly and to modify the rules of use concerning them, and the rates, in accordance with the license and according to the instructions of the Ministry of Communications. The company will inform the subscriber of any change in existing services in advance and in sufficient time.
- 3.5. The subscriber will have to pay for services despite network limitations, coverage issues, and device limitations, even if there has been interference, as explained below.
- 3.6. The subscriber is entitled to switch between plans, packages, surfing capacity, and other offers that are available at the time of the request, and will be applied to the selected plan, and not more than once per calendar month. This change will be subject to additional or other conditions based on the selection. A change from one rate offer to another can only be made at the beginning of the billing cycle. The change in plan may be subject to an additional fee as detailed in the general rate table. It is possible that because of the switch, the subscriber is not subject to the same conditions and benefits as before the change was processed and it is possible that certain services are no longer accessible or that they are provided under other conditions.
- 3.7. A subscriber will not be entitled to combined benefits or discounts. Notwithstanding the above, the Company will be entitled to grant the subscriber combined benefits and this does not constitute an obligation to grant combined benefits in the future. In the case that the Company decides to grant the subscriber combined benefits, it will be entitled to rate the benefits in such a way that the total benefits will be the minimum, at its discretion.
- 3.8. Blocking of services for the first time is without an added fee. The Company is entitled to charge for additional changes.

## 4. Conditions of the supplying of telecommunication services to subscribers

- 4.1. The telecommunication services will be provided to the subscriber in the coverage area of the host network.
- 4.2. The company is not obligated to full and complete coverage and emphasizes that not all services may be available on every given device or location or in the case of disconnection. Thus, not all services are available for calls to other networks, abroad, or while roaming, as the provision of these services is subject to other operators or providers. However, the Company agrees that the communication services provided shall not be less than the following minimum requirements: (a) the number of blocked calls during peak hours shall not exceed 2%, and (b) the number of dropped calls during peak hours shall not exceed 2%. The system shall meet the requirements detailed above at 99% during peak times. For purposes of this section, the term «blocked calls» means calls that cannot be established or messages that cannot be transferred due to the unavailability of network resources or resources linking the network to other systems. The term «dropped calls» means – terminated calls not established by the subscriber initiating the call or the subscriber receiving the call. For Kosher mobile plans, the subscriber must take into account, in addition to these general terms and conditions, the specific terms outlined in Annex 1, which exclusively govern these plans.
- 4.3. The services may not be used for unlawful purposes or in disturbance of others.
- 4.4. The subscriber is entitled to change the international service operator that was chosen by default (by dialing «+» «00» or «188»). Any modification as such will be entitled to a fee. The subscriber has the responsibility to inform the international operator he has chosen of any change of information concerning him or of his status within the network



## Terms and Conditions for telecommunication services

- of the Company (for example if he has transferred the property or if he canceled the subscription).
- 4.5. A subscriber is entitled to block outgoing and / or incoming SMS messages. In case of blocking incoming SMS, the subscriber can ask the company to continue to receive service SMS, such as alerts on the usage of the surfing package and such messages from the operator while roaming overseas.
  - 4.6. The user is informed that there are attempts at fraud via SMS, phone calls, or other communication methods. Therefore, they must remain vigilant regarding messages or requests from unknown sources. These communications may seek to obtain personal or confidential information by impersonating legitimate entities such as banking services, public authorities, or telecommunications operators. It is essential never to disclose sensitive information (access codes, passwords, credit card numbers, etc.), not to click on suspicious links, and to be particularly cautious with unusual requests. The company disclaims any responsibility for fraud or theft of personal information resulting from such attempts and encourages users to adopt security measures such as two-factor authentication and the use of protective software.
  - 4.7. Some third-party applications or services may automatically generate SMS messages or prompt users to respond to messages from foreign destinations. These practices may result in significant charges or overbilling. The company disclaims any responsibility for these costs, which are the sole responsibility of the subscriber. It is the subscriber's duty to monitor their usage, deactivate any suspicious services, and review the terms of use of applications to avoid these charges

## 5. Internet Browsing

- 5.1. In exchange for the payment of the package, the subscriber will be entitled to enjoy surfing up to the maximum volume authorized by the offer he has chosen. In the case of consumption of the authorized volume in the particular cycle, the Company shall be entitled to block or throttle the surfing of its choice. There will be no added fee for use exceeding the chosen volume and for which the throttle has been applied.
- 5.2. The subscriber will not be able to transfer an unused balance from one month to the next and will not be able to receive credit for it.
- 5.3. The speed of surfing is not fixed and depends on various factors such as the coverage of the host network, its availability, the ability to load, types of devices, etc.
- 5.4. The package includes a surfing volume. The use of the package requires a compatible device and is subject to the conditions of use. In order to track the consumption of the surfing, as well as the additional surfing packages that the subscriber possesses, the subscriber can connect his account on the Company website or by any other means that the Company deems fit to make available to the subscriber. It is not possible to use more than one mobile browsing package. The Company reserves the right to throttle its surfing speed at its own initiative when the throttle is required for regulation purposes and/or to prevent damage to the network or its users.
- 5.5. Mobile browsing speed is not fixed and it depends on various factors such as network coverage and availability, linking technology, designated equipment, network load, cellular network, internet, and other communication networks. The access rate is applicable to every service regardless of the bandwidth available to the subscriber.
- 5.6. High-speed surfing may result in increased data consumption in some applications. The company reserves the right to throttle its surfing speed on its initiative when the throttle is required to regulate loads and/or to prevent damage to the network or its users.



## Terms and Conditions for telecommunication services

- 5.7. The company's security measures are intended to protect the network and are not a substitute for security measures resulting from connection to external communication networks, the ability to receive files, or other information from various sources. The subscriber is responsible for the use of appropriate security measures and any use that will be made of the information or contents is the sole responsibility of the subscriber.
- 5.8. In order to facilitate the control of the use of the data on the device, the company will send to the subscriber's device an SMS message once it has reached 75% of the mobile data package, as well as an additional SMS message approaching the use of 95% of the mobile data package. The message will be sent to the subscriber's device and to the additional telephone number that may have been provided when the contract was signed if this is the case. Warning messages regarding the end or use of packages are not necessarily accurate and represent only an estimate.
- 5.9. The notice will be sent as soon as possible after the verification (a delay of a few hours or more is possible). The sending of the notice is conditional to the proper operation of the system and the device. Failure to send or receive the notice, for whatever reason, will not establish cause of action, and in any case, the subscriber is liable for payment for the full usage according to the applicable data rates.
- 5.10. Tethering – Enabling a personal access point on the device (if available) and sharing the subscriber's internet connection may expose users connected to the device to information on the device and subscription information in the various applications and sites, in part because subscribers connected via the access point may be identified by the device as a subscription. Such use is the responsibility of the subscriber-only. In the case that the connection to the data is performed on a cellular network of another user. The data displayed in certain applications and sites may be inaccurate.
- 5.11. In the calculation of data, units are charged in relation to volume rather than time and are rounded up to whole units. If no other unit is specified in the rates table, the measurement shall be in units of 1 kilobyte and rounded up to whole units.

## 6. Dangers of browsing the internet

- 6.1. The internet has opened up a new world of knowledge, information, shopping, games, and social networks accessible to all. In addition to increasing access to information and opening up an entire world of unlimited content and possibilities, a world of possibilities has also been opened to individuals who take advantage of the Internet for the purpose of distributing offensive, inappropriate, or illegal content.
- 6.2. Among the main dangers of surfing the internet are all of the following: (a) Exposure to offensive content such as pornographic, violent, gambling, content of a racist nature, etc. (b) Initiating contact with people of malicious intent, sometimes in use of false identities, to seduce minors (especially in a sexual, nationalistic, or criminal context), defamation, lies and verbal abuse/violence or violation of privacy. (c) Participation in blogs or forums encouraging negative phenomena such as gambling, racism, drug use, etc. Since anyone can open a blog or forum on the internet, without any supervision or guidance, the danger of being exposed to these sites increases exponentially. (d) Disclosure of personal information, means of payment, or other identifying information to undesirable persons. (e) Addiction to both internet browsing and specific content such as addiction to surfing pornographic sites or addiction to gaming sites.
- 6.3. It is possible to use the existing technological means currently on the market to filter sites with inappropriate or offensive content, in order to preserve and protect the means by which they are transmitted, against malicious software such as viruses, spyware, or spam. Please note that because of the quantity of content on the Internet, various languages, etc., no filter is absolute and does not eliminate the need to utilize other precautionary measures.
- 6.4. Technological means are not a replacement for education and understanding of minors. Minors should be informed with an explanation about the dangers and the importance of being alert to exposure to harmful content.



## Terms and Conditions for telecommunication services

- 6.5. Avoid giving any identifying information on the internet, and it is highly recommended not to upload pictures or other personal content.
- 6.6. For it is impossible to know and control where the content will be shared, appear, or made available on the internet.
- 6.7. Attempt to be vigilant with regard to the parties involved in the network, and explain and encourage minors to be in contact only with people they know personally.
- 6.8. It is recommended that parents increase their awareness of internet content and dangers hidden online. Increased understanding and awareness on the part of parents will enable them to better understand and deal with the dangers lurking on the internet.
- 6.9. It is important not to rely exclusively on filtering services. Additional information, including tips for safer internet browsing, is detailed in the "Safe Browsing Bulletin" attached to the agreement of the company.

### 7. Content Services

- 7.1. Content services are provided by various suppliers and are their sole responsibility. The company does not control the sources of information and is not responsible for their content, opinions, reliability, or accuracy. The company does not present any position regarding the correspondence, the credibility, the availability, the precision, the absence of viruses or other harmful elements, and the accuracy of the content and services contained in the Content Services for any purpose.
- 7.2. The link on or from a specific site does not constitute support or membership of the company to that site.
- 7.3. In order to verify the conditions and prices applied to the content of third parties, the subscriber must contact the relevant suppliers. The company's access rate may be charged in addition to the supplier's rate.
- 7.4. The company shall not be liable for any loss, damage, or destruction, direct or indirect, that would be caused as a result of the reliance placed on the content services.

### 8. Roaming services

- 8.1. Services abroad/roaming services depend on: (1) rules and coverage of overseas communication network operators who have signed a contract to provide services to the subscribers of the Company; (2) the purchase of roaming services from the company prior to the subscriber's journey; and/or (3) bringing a compatible device for the destination.
- 8.2. Not all services accessible in Israel are available while roaming. It is possible to check up-to-date information on coverage areas abroad, accessible services and devices operating in different countries, rates, and other conditions, with the customer service of the company.
- 8.3. When using roaming services, the rates charged to all communication services are different from the rates charged for these same services in Israel. In contrast to Israel, while roaming, an incoming call may be charged a fee, and some services provided for free in Israel or at local rates will be charged at the roaming service rate.
- 8.4. Units of measurement while roaming may differ from those in Israel, and other conditions may apply. Payments for roaming services will apply in addition to the fixed rates that apply according to the subscriber's plan. Roaming services will be charged in addition to the fixed payments applied according to the subscriber's tariff plan.
- 8.5. The subscriber is responsible for regularly checking their usage and ensuring that their plan, as well as any subscribed top-ups, cover their roaming needs, both for mobile browsing and for calls and SMS. Regarding mobile browsing, usage will be blocked once the limits of the plan or top-ups are reached to avoid any unexpected charges. For calls and SMS, additional fees will apply beyond the limits of the plan or top-ups. It is therefore essential to regularly monitor usage and subscribe to the necessary top-ups if desired to avoid service interruptions or unexpected fees.





## Terms and Conditions for telecommunication services

- 8.6. Due to the dependence on the receipt of billing records from foreign telecom operators, billing for roaming services used by the subscriber may be made after the receipt of the report from the foreign operator and may not appear in the appropriate invoice period for which the service was used but rather in a subsequent invoice.
- 8.7. In many countries, there are several mobile operators. When the subscriber is abroad and his device is turned on, the device will be identified by one of the cellular networks available in the region, and the network selection may not be the most economical option. The subscriber is entitled to change the network to which he has been connected, manually from his device. Before using the device, the subscriber must check that the network he has chosen is the one that appears on the screen of the device, when necessary the subscriber must restart the network selection process manually.
- 8.8. What is stated above does not include the use of Palestinian Authority networks or use in Jordan and Egypt. In order to allow the use of these networks, the subscriber must contact the Company's customer service. Please note that the device may roam unintentionally on the Jordanian or Egyptian telephone networks and receive services at different rates than those charged for the same services on the company's network. This phenomenon can occur especially in areas near the borders.
- 8.9. For further information on international roaming, for further information on mobile phone usage rates in Jordan and Egypt, and for information on choosing a network manually, please contact customer service at \*0555 (or 0747146064 ).

### 9. Interruption of services

- 9.1. Despite the efforts of the host company to provide extensive coverage, its services are available only in the radius covered by its antennas in Israel. Since there are no antennas everywhere, and for other reasons, some areas are not covered or have less coverage by the network. The host network operates through several technologies, but any area covered by the network using technology is not necessarily an area covered by another technology. Coverage areas by different technologies change regularly.
- 9.2. For a variety of reasons, the company may not be able to continue to provide the exact same network coverage that existed at the time of entering into this agreement. The scope and quality of the services are subject to a license.
- 9.3. Restrictions, geographic conditions, weather, radio interference, outages, maintenance, safety and security issues, including networks of other parties to which the network is connected, and other elements, may disturb the service or negatively affect the coverage or quality of service in Israel and/or abroad.

### 10. Service Center

- 10.1. The company operates a customer service center, which is used to receive inquiries and provide answers regarding all communication services. You can contact the service center by phone, fax, or on the company's website. The telephone number of the service center is: \*0555 (or 0747146064). The fax number of the service center is: 074-714-6001. The WhatsApp number of the service center is +972-55-500-6565. The service center can be reached throughout the week, except Saturdays and holidays. The service center's opening hours are from Sunday to Thursday from 9:00 am – 6:00 pm and Fridays and holiday eves from 9:00 am – 12:00 pm.
- 10.2. Insofar as there is a network outage that has led to a service outage, loss or theft of terminal equipment, international roaming services – You can contact us via WhatsApp outside of business hours. Our advisors will do their best to respond to you as quickly as possible.
- 10.3. The subscriber must notify the company immediately as he becomes aware of a case of theft or loss of equipment, by contacting the Customer Service Center. In case of theft, the company will block the use of the equipment, free of charge, and as soon as possible.
- 10.4. In addition to blocking the SIM card, in case of loss or theft, the subscriber will be entitled to ask the company, free of charge, to also block the device whose identification number (IMEI) is registered from the company on behalf of the subscriber who used it before it



## Terms and Conditions for telecommunication services

was lost or stolen.

### 11. Security of Information and Appropriate Use

- 11.1. The information that has been programmed on the SIM or on the phone must not be changed unless it is information that must be modified by the subscriber.
- 11.2. It is forbidden to use the services for illegal or harmful purposes or to cause any damage or disturbance, and it is forbidden to allow others to do the same.
- 11.3. It is forbidden to disturb the functioning of the network, to endanger it, to disturb others, or to put others in danger.
- 11.4. The subscriber is obligated to inform the company immediately if his device or SIM card is lost or stolen. The subscriber will pay for the use of the service until the notification of the theft or loss. The subscriber will be responsible for the use of the services including the payment for the services, even if this was done without his consent.
- 11.5. This agreement is personal and the subscriber is not authorized to provide the services to others, either with compensation or without compensation. In case the subscriber allows others to use the services without compensation, the subscriber will have the obligation to control the use and to verify that the other individual accepts the clauses of the agreement concerning him. In all cases, the subscriber remains responsible vis-à-vis the company according to the agreement.
- 11.6. The Company is entitled to disconnect a subscriber from the network or to limit the services that are provided to him in any situation allowed by law if one of the essential clauses of the agreement is violated if he does not pay his debts within the time fixed for the settlement according to this agreement, and if he is asked for a guarantee and he has not provided it within the reasonable time allotted to him. In some cases, the company is entitled, but not obliged, to disconnect the subscriber from the network without prior notice. These cases include illegal use of the device, as explained in this paragraph; non-payment of an invoice for the third time in twelve months; a reasonable presumption of fraud; emergency circumstances; the receipt of a message attached to a certificate or proof that the subscriber has died, and if it is a corporation, that it has ceased to exist; or for customer service requests where the content or quantity is exceptional and may be related to harassment.
- 11.7. The Company is entitled to charge a re-connection fee and to agree on the connection of the subscriber only under conditions to be determined at the time of renewal of the connection. Detailed instructions concerning the rights of the subscriber and the conditions under which the Company is entitled to terminate the provision of services appear in the license.

### 12. Identity theft and official communication

- 12.1. The company communicates only through official and secure channels, such as its phone numbers, platforms, or email addresses listed on its website. It disclaims any responsibility in the event of identity theft by third parties impersonating its representatives. The subscriber must remain vigilant regarding any unexpected communication, especially those requesting personal information or payments.
- 12.2. If in doubt about the authenticity of a communication attributed to the company, the subscriber is encouraged to verify directly through the official website or the phone number provided on our platforms. It is essential not to respond to suspicious requests and to report any incidents to our services to protect personal information and prevent fraud.

### 13. Security and Backup

- 13.1. The Company recommends that the subscriber take the appropriate security measures for his device, such as using a passcode. In addition, if the device allows the independent installation of software or content such as games and data, the company recommends



## Terms and Conditions for telecommunication services

that the subscriber not load software from unknown sources, not to open unknown files, and pay attention to the instructions and warnings regarding data protection and use the appropriate data security measures specific to his device.

- 13.2. The Company is not responsible for any damage that may be caused by viruses and other security issues.
- 13.3. In order to avoid loss of data in the case of damage or loss of the device, it is recommended that you back up the data stored on the device, if it allows. The instructions for making a backup, if possible, can be found in the device's user guide.

### 14. Privacy Protection

- 14.1. The Company shall take reasonable and acceptable safeguards to protect the subscriber's privacy. The information that will be provided at the time of signing the contract and for any other request from the subscriber to the company, will be stored in a computer database, in order to operate, provide and develop the services of the company, improvement of services, billing, for customer relations, customer service, and marketing. Subscribers do not have a legal obligation to give personal details, but if they do not provide certain information, the company may not be able to provide certain services.
- 14.2. In accordance with the provisions of the law, Wiretap Act of 1979, the Protection of Privacy Act of 1981, and any other law concerning the protection of the privacy of an individual, the company shall not be entitled to listen to the subscriber's telecommunication messages without prior written authorization, except in the case of verification and quality control of the service, or to prevent and/or manage fraud.
- 14.3. The Company is entitled to record the telephone conversations with the subscriber in connection with the provision of the services and to make use of the recordings for purposes of documentation, quality control, and the prevention of fraud. The Company is entitled to collect, store, and document the personal data that the subscriber has transmitted and the information that will be collected regarding the provision of services, including information on outgoing and incoming calls, SMS and incoming and outgoing e-mails, subscriber services, subscriber location in Israel and abroad, the websites visited by the subscriber and the usage of the internet service data by the subscriber.
- 14.4. The Company may be entitled to give information to a third party who works for it and/or on its behalf, information concerning the subscriber, provided that this third party undertakes vis-à-vis the Company to maintain the privacy of the subscriber.
- 14.5. In the event that the subscriber agrees, the Company may publish and notify customers and/or third parties about their subscription to the Company, and regarding its membership to one of its subscriptions, if and insofar as the subscriber is a member of any of them.
- 14.6. If the subscriber agrees, his information could be published as part of a directory service, and thus transferred to a third party. The consent of the subscriber is an agreement to publish its details within the framework of a public information service for the location of telephone numbers and to transfer to a party for the purpose of providing the information service for locating such telephone numbers.
- 14.7. The subscriber is aware that his telephone number will be identified in any outgoing call/message unless he requests the blocking of his number on an outgoing call. This block may be removed prior to any call, but the Company is entitled to charge a fee for the removal of a block (temporary or permanent) at the request of the subscriber.
- 14.8. By sending SMS messages or calling emergency calls, the telephone number will be visible to the recipient even if the subscriber has requested that his number be blocked.
- 14.9. Any e-mail message sent by the Company's systems will be identified at least with the email address of the subscriber, so as to identify it.
- 14.10. The subscriber confirms that he is aware of the fact that when surfing the internet and/or downloading applications, software, or services of any kind from various sites/providers/sources (« third parties ») from the device in his possession, it is possible that the information of the electronic device and those concerning his subscription to the





## Terms and Conditions for telecommunication services

services of the company will be disclosed to the third parties, and this may even indicate the geographical location of the device at this time; additionally third parties may regularly send various contents over the device. The subscriber must first check with third parties whether the use of their service includes an exposure of his data including the location of the device.

- 14.11. The subscriber himself is entitled to receive information relating to him from the Company, concerning the situation of his account, only after having identified himself with a representative of the Company and responding to the company's identification procedures.
- 14.12. The information submitted, collected, or received by the Company in connection with the services shall also be used by the Company to send advertisements on its behalf and for marketing and surveys for the Company, participation in promotions and the granting of benefits and commercial proposals. The subscriber is entitled to terminate the receipt of specific advertisements by fax, automated dialing system, e-mail, and SMS message as well as direct mail. A subscriber who does not want to receive these advertisements may contact the service center of the Company at any time and inform them. In any case, the company is entitled to send to the subscriber announcements concerning the services the subscriber receives (such as alerts regarding packages or invoices) and other announcements that the company is entitled to send even without his agreement.
- 14.13. The subscriber has access to the private information of all users of his device. It is the subscriber's responsibility to verify that users are aware of and accept this.
- 14.14. The company has the right to disclose or reveal subscriber information received by the company in connection with the services, to other relevant parties in Israel or abroad, in such cases, while preserving the subscriber's privacy to the extent of the circumstances: in order to collect payments due from the subscriber or for services provided to the subscriber by the network, to a subscriber's other network or to a service provider while the information transferred is necessary for payment and billing; pursuant to the legal authority, or in accordance with legal provisions of the competent authorities; according to the request of the subscriber, after he has transmitted his personal information, and for one who has been empowered by him for that; For the purpose of repairing faults which come from the network or the supplier; for the provision of services through third parties.
- 14.15. For technical reasons and in order to provide the services, the telephone number of the subscriber's telephone will always be identified by the operators in Israel (and sometimes also abroad) and by other parties, without any link to the blocking of his identity by the subscriber. The Company will allow the public emergency service centers to identify the subscriber's telephone number at the time of the call, even if he has requested the blocking of his number or if he has made a temporary blocking, so that in case of emergency it is possible to locate the subscriber by the public emergency services, such as Magen David Adom, the Israeli police and firefighters to protect the subscriber, his property, and other's and their property.
- 14.16. The subscriber must update the company of any changes to his details so that the company can provide public emergency services with access to the subscriber.
- 14.17. While roaming, laws regarding privacy may differ from those applicable in Israel.
- 14.18. The subscriber authorizes the company to perform technical processing of content such as emails to adapt to the format of the device and its limitations.
- 14.19. The Company is entitled to take various security measures to protect the network. This may include filtering and screening, and the subscriber authorizes the company to take these actions.

## 15. Company Rates

- 15.1. Rates and other charges will be determined according to the rate plan (for services to which the rates apply) and according to the Company's general rates (for non-fixed services). The subscriber must check the rate plans for further details.



## Terms and Conditions for telecommunication services

- 15.2. The Company may set new rates or update its rates every now and then, unless the provisions of the law prevent this, and subject to the clauses of the rate plan of the subscriber (if it exists). For all packages (even those for which the subscriber agrees to remain subscribed to the company for a specified period), there may be rate changes due to external circumstances, such as instructions from the Ministry of Communication, changes in laws and regulations, court decisions, or change in the rates of other companies. In these cases, the Company may change its rates, in accordance with the law.
- 15.3. The price and terms of purchase of products and services of the third parties (different suppliers) purchased through the Company, i.e.: the supplier charges the subscriber the product or service through the subscriber's telephone bill, as well as direct dialing by direct service providers. The subscriber must check them before buying or ordering services. The subscriber agrees that the company bills them for these products and services through their telephone bill.
- 15.4. The rate of sending an SMS message is a rate for each message sent by the subscriber and is not conditional upon its receipt by the addressee, and it will apply even if it has arrived in a distorted or partial manner. When sending a long SMS (which contains between 70 and 160 characters - depending on the language), the message may be divided into several messages depending on the device, so that the number of characters for each message written is limited, in Hebrew, in Arabic and Russian at 67 characters and at 153 for English. The charge for sending the message will depend on the number or type of messages sent, according to the subscriber's rate plan. If you are able to conduct a video conference to another network, a call abroad or a call at a different rate, it will be added to the billing of the video call in the network, an additional fee, according to the destination of the video call. This additional rate may be different from the additional rate applied (if any) to conversations that are not in the video, it will depend on the destination of the call and will be applied even if another additional rate is not applied on a call that is not a video call.
- 15.5. The Company's fixed rates are set according to the duration of the call are specified in shekels per minute and are measured per unit time of one second unless explicitly stated otherwise (such as in roaming or for certain destinations where the time unit is a full minute).
- 15.6. The rate of a call minute, or the rate for sending an SMS, as the case may be, does not apply to calls to Premium services, special numbers, star numbers, etc., or calls to networks of the Palestinian Authority. These rates can be obtained by the customer service of the company and on the Company's website.
- 15.7. The payment for data consumption (mobile internet browsing) will be according to the data package the subscriber has subscribed to. A subscriber who has not subscribed to a data package will be invoiced at the non-package data rate.
- 15.8. Up-to-date information on the company's rates can be obtained by making a request to the company's customer service department or by consulting the company's website.
- 15.9. The company is entitled to charge a fee to the subscriber for a change or switch of package and/or subscription. The amount of the fee may change from time to time as stated on the Company's website.
- 15.10. The rates and prices of the Company as listed in contracts and agreements include VAT (value-added tax).
- 15.11. The company's data consumption rates are determined in shekels per 1MB. Volume consumption below 1MB will be rounded upwards.
- 15.12. The Company's rates may be updated from time to time as detailed in the agreement and subject to the provisions of the license of the company.

## 16. Subscriber invoice

- 16.1. From time to time, the Company will issue and send to the subscriber, the subscriber's invoice detailing the charges for the services used during the last billing period and/or



## Terms and Conditions for telecommunication services

- the previous billing period, including the amount of all late interest charges, discrepancies, and collection charges.
- 16.2. The subscriber's invoice will include and detail all the information and data required under the license and the law.
- 16.3. If a credit is given to the subscriber from the company, it will be added to the subscriber's account immediately after the Company has determined the entitlement of the subscriber to such a credit.
- 16.4. The invoice of the subscriber will be sent to the subscriber by e-mail or by any other means that will be agreed upon between the subscriber and the company.
- 16.5. At the subscriber's request, the Company shall issue the subscriber with a call detail. What is stated in paragraph 16.4 above regarding the sending of the invoice to the subscriber, will also apply to the manner of sending the details of the subscriber's calls. The Company will be entitled to charge a fee to the subscriber for the production and delivery of the call details.
- 16.6. The company will be entitled to issue and/or send to the subscriber the subscription invoice and/or the details of the calls (including any attachment) through a third party acting on his behalf and/or for it.
- 16.7. The subscriber is responsible for the device as soon as it is connected to the Company's network. Even if the subscriber disconnects from the network damages the device, or the device is lost or stolen, the subscriber will still be responsible for paying for the balance of the payments for services consumed by the device, if payment has not yet been completed. A subscriber who pays for the device in installments through the monthly invoice and the agreement to receive services from the Company has been canceled for any reason, the subscriber must continue to maintain the original payment method with the Company so that the Company may continue to collect the outstanding balance.
- 16.8. Furthermore, if no monthly payment is made for the equipment purchased by the subscriber from the company in the installments agreement, the company is entitled to place the balance of future payments, not yet due for immediate payment, in one sum payment that will be added to the subscriber's overall outstanding debt.
- 16.9. Each monthly payment shall be subject to VAT at the rate applied on the date of issue of the invoice.
- 16.10. The payment for a device does not include maintenance and service. A subscriber who has purchased a new device will benefit from the manufacturer's warranty in accordance with the law.



## Terms and Conditions for telecommunication services

### 17. Invoice Payment

- 17.1. The subscriber shall pay the company the amount of payment as stated in the subscriber's account by credit card and/or by direct debit to a bank account, as determined by the company at its sole discretion.
- 17.2. The subscriber shall ensure that the means of payment provided to the company will be honored by the bank or the credit card company. The provision of services is conditional on the authorization of its means of payment by the bank or the credit card company of the subscriber. As long as the authorization is not granted, the company may refrain from providing services to the subscriber, in whole or in part, or restrict the subscriber's access to them.
- 17.3. If the direct account debit has not been approved or has been canceled, or if the subscriber's credit card has been canceled, or if there has been a change in payment information, the subscriber must notify the company and immediately provide him with an alternate means of payment. The subscriber must verify that the authorization to use the means of payment that he has sent to the company will be valid as long as he is subscribed to the company's networks and as long as the subscriber has outstanding debts. This section is essential to the agreement.
- 17.4. The company is entitled to demand a security or guarantee from the subscriber to secure his obligations under this agreement. Until the subscriber has submitted the deposit or the guarantee, or if the company finds that the deposit or the guarantee is invalid, the company shall be entitled to limit the access of the subscriber to all services, in whole or in part. If the subscriber violates the agreement, the company will be entitled to exercise the guarantee in accordance with the provisions of the law.
- 17.5. The company will return to the subscriber the security or guarantee which he has deposited, after the termination of this agreement, provided that he has fulfilled all his obligations under this agreement. In any event, the company is not obligated to return the guarantee to the subscriber before one month has elapsed from the date of cessation of the services.
- 17.6. The company is entitled to limit the amount of debt that the subscriber is allowed to accumulate on his account. The company reserves the right to disconnect services to the subscriber if he exceeds this limit.
- 17.7. A modification of the means of payment by the subscriber shall be subject to prior agreement of the company.

### 18. Interest on Late Payment and Collection Fees

- 18.1. Any payment, or part of a payment that is not paid by the subscriber to the company on the date fixed for its payment, will be subject to interest and penalties, commencing from the date of the fixed payment and up to the date of actual payment.
- 18.2. The interest rate on late payments shall not exceed the rate fixed according to the definition in paragraph 1 of the Interest Act of 1961. Information on late payment interest is available upon request from the company's customer service department at \*0555 (or 0747146064) or by any other channel. This information is also available on the company's website.
- 18.3. The company will charge the subscriber with payment of collection expenses for any payment that will not be made by the subscriber on the fixed date provided that at least fourteen (14) days have elapsed since the date of payment, except in the case a refusal of payment by the bank or the credit card company to approve, the company will then charge the subscriber for collection costs upon receipt of the refusal as stipulated. The recovery fee rate will be up to 10% of the subscriber's total debt to the company (plus VAT) and in any case, will not be less than fifty (50) shekels (plus VAT). Collection expenses, including the legal treatment that the company or the person it designates and/or works on its behalf to recover the debt from the judicial authorities. For the avoidance of doubt, if the company requires to initiate legal proceedings against the subscriber for non-payment, these proceedings will be subject to additional fees that will



## Terms and Conditions for telecommunication services

be the sole responsibility of the subscriber.

### 19. Exemption from Liability; Limitation of Liability

- 19.1. The company, its employees, and all those acting on its behalf shall not shall bear no contractual liability or responsibility for any damage other than direct damage caused by the limitation or termination of the services and damage resulting from intentional or gross negligence of the company, its employees, or those acting on its behalf.
- 19.2. The company, its employees, and all those acting on its behalf shall not be held liable in the event of exemption from liability in accordance with section 41 of the Communications Act 1982. This exemption applies to: damage caused by failure to supply the services, suspension, limitation, or termination of services as a result of deliberate actions of the company required for the performance of a telecommunications operation or the provision of a telecommunications service; delivery of a false message for the wrong reason or erroneous registration in the subscriber's directory or in another publication of the company (unless the damage is caused by gross negligence), or where damage was caused by fraud prevention measures, to the extent necessary to locate and terminate the fraud.
- 19.3. Additionally, the company, its employees, and all those acting on its behalf shall bear no responsibility for any damage caused as a result of circumstances beyond its control, including supreme force, fire, war, terrorism, serious public order riots, a shortage of reasonable resources for the supply of essential equipment to the system, acts or failures of another communication provider or the limits imposed by it, laws, decrees, governmental decrees, network restrictions that do not exceed the terms of the license, military or security restrictions, anti-fraud measures, or other factors beyond the control of the company, are all subject to the fact that the stated cases are not under the control of the company and that despite the reasonable means, the company is not able to meet its obligations.
- 19.4. Without detracting from the above, we like to would mention that the quality and existence of the service depend on the nature of the connection of the device to the cellular network and host network, as well as factors that are not controlled by the company or the host network, such as blockages, failures of other networks to which the host network is connected, weather conditions, difficulties in authorizing the establishment of antennas and their installation, etc.
- 19.5. For various technical reasons, some of the data transmitted via SMS messages, as well as mobile internet links, etc. do not reach their intended recipient, or delay in arriving or arrive damaged. The company does its best to prevent such failures but does not guarantee faultless service.
- 19.6. The company's internet browsing services are also affected by the availability and quality of the internet connection, both at the infrastructure level and also the ISP level which provides connectivity. Actual surfing/data transfer speeds through the device are updated regularly and in different regions and are subject to host network support, coverage areas, and additional factors.
- 19.7. Nothing in this section shall detract from any immunity granted and/or to be granted to the company under any law.

### 20. Management of Public Complaints

- 20.1. The company has appointed a Public Complaints Officer («Complaints Officer») whose role is to investigate the complaints of subscribers, including those requesting services, regarding the services, and also to investigate subscribers' complaints about the invoices the company sent them and to provide answers.
- 20.2. The Public Complaints Officer will respond in writing to complaints received in writing.
- 20.3. The Public Complaints Officer acts in accordance with the company's policy and the company provides him with all the necessary assistance to fulfill his duties.
- 20.4. The subscriber shall be entitled to submit a complaint as stipulated to the complaints officer provided that the complaint is sent to him by one of the following means:





## Terms and Conditions for telecommunication services

- 20.4.1. By e-mail: [tlunot@annatel.net](mailto:tlunot@annatel.net)
- 20.4.2. By fax: 074-714-6001;
- 20.4.3. By Post HaUman 27, Jerusalem 9342181.
- 20.5. Any differences of opinion that may arise between the company and the subscriber, for all that concerns the understanding or the application of this agreement, shall be forwarded for investigation to the complaints manager.
- 20.6. It is hereby clarified that complaints lodged with the complaints officer as stipulated above in this paragraph, cannot prevent the subscriber or the company from bringing the matter before the authorized courts, or revert to the liability of the company to act according to the instructions of the license concerning the supply of the services or its stop following the non-respect of the conditions of the agreement.

### 21. Subscriber Liabilities and Plans

- 21.1. The subscriber undertakes that under the use of the device, he shall act in good faith and in an acceptable manner, shall make fair use of the communication services, and shall not do or act in any manner which constitutes or is likely to be considered as abuse.
- 21.2. Unlimited package refers to use in Israel only, and is subject to reasonable and fair personal use, in good faith, and in an acceptable manner. The device must not be connected to the central unit of a computer, broadcast device, external software, etc.
- 21.3. Personal use does not include: (a) commercial/political use such as telemarketing, surveys, message distribution, referral to other destinations, votes, customer loyalty clubs, etc. advertising, commercial advertising, sales force, and marketing; (b) use that provides a service to others; (c) indirect use including via website; (d) malicious use, abuse in context; The company is entitled to add restrictions to personal use with advance notice.
- 21.4. Without detracting from the above mentioned, a usage greater than 199 different monthly recipients during a single billing cycle, a call lasting more than 120 minutes, or the sending of more than 5000 monthly SMS, shall be considered as non-personal, non-reasonable use and dishonest.
- 21.5. In case of non-personal use, reasonable and honest, or in case of use that exceeds the limitations described above, the subscriber will be charged for uses according to the current rate, multiplied by the amount concerned for this excessive use. In addition, in this type of case, the company will be entitled to limit or terminate the subscriber's services, including termination of a call that lasts longer than 10 minutes.
- 21.6. Free calls to the service center and calls to emergency services will not be included in any calls/messages mentioned above.
- 21.7. The packages do not include video calls, calls, and sending messages to services, games, star numbers, special numbers, etc. These will be charged according to specific rates for each as they apply. Additionally, the packages do not include calls to networks of the Palestinian Authority (Jawal, Paltel, ...) and to international operators.
- 21.8. Upon selection of a package, all conditions/benefits/discounts granted to the subscriber according to the previous package/plan will be canceled.
- 21.9. The subscriber agrees to treat the company, its employees, representatives, and any associated personnel with respect during all interactions, regardless of the communication channel used. Any disrespectful, insulting, aggressive, or defamatory behavior towards the company's staff or the company itself, directly or indirectly, will be considered a violation of these terms and conditions and may result in sanctions such as suspension or termination of the contract at the company's discretion.



## Terms and Conditions for telecommunication services

### 22. Cancellation/termination of contract/services

- 22.1. The subscriber is entitled to cancel his contract between him and the company at any time and to request the termination of the services, by request addressed to the company by one of the following means – preferably by email:
- 22.1.1. By telephone: \* 0555 (or 1-801-555-000) ;
  - 22.1.2. By mail: [support@annatel.us](mailto:support@annatel.us);
  - 22.1.3. By fax: 074-714-6001;
  - 22.1.4. By post: Hauman 27 - Jerusalem 9342181.
- 22.2. The termination request must include the subscriber's name and identity number. An oral request must include additional identifying details that the subscriber agreed to at the time of agreement.
- 22.3. A subscriber who requests for termination of service will receive a final invoice corresponding to the last month of use that will be sent to him in the subsequent billing cycle.
- 22.4. The porting out of the Israel telephone number (line) shall be considered as a request of the subscriber for the termination of the contract.
- 22.5. The services may be temporarily suspended once a year for a period of 30 to 90 days. Such suspension shall freeze any additional service related to the provisionally interrupted service, to the extent that it exists. The interruption of the service and its invoicing will be carried out on the date fixed by the subscriber in his request, and if he did not specify a date - within one working day from the reception of his request once the company has verified the legitimacy of its request. The interruption of the service does not exempt the subscriber from paying his debts in accordance with the contract. The company will renew the interrupted services as stipulated in this paragraph at the end of the period of discontinuation of the service, without prior announcement on its part. If the subscriber requests the company, in writing, to renew the services interrupted provisionally at his request and before the end of the period of discontinuation of the service, the company will renew the services no later than one working day after the date on which the subscriber has made the request.
- 22.6. The subscriber is entitled to terminate and disconnect permanently from any service of the company unless it has been expressly agreed otherwise. The termination of the service and the cessation of the invoicing will be carried out on the date specified by the subscriber in his request and if a date was not mentioned, at the latest one working day from the reception of the request and once the company has verified the legitimacy of the request. The cessation of services does not exempt the subscriber from paying his debts in accordance with the contract. The final bill will be sent to the subscriber within two months of termination of the service.
- 22.7. If the subscriber has purchased/rented equipment from the company and pays for it monthly, the subscriber will have to add and keep the valid means of payment sent to the company to pay the monthly invoices and so that the company can collect from the subscriber the sums for the unpaid equipment.
- 22.8. The company shall be entitled to cancel the contract and cease to provide services to the subscriber, in whole or in part, temporarily or permanently, if the subscriber has not paid the bills on time for the services provided by the company, if there is a reasonable suspicion of fraud through the subscriber's equipment or through the functionality of the final equipment if the subscriber has been declared bankrupt or he has been placed under the supervision of a liquidator, if he is seized by the bailiffs provisionally or definitively, put into liquidation, in the event of death or in any other case for which the company is obliged or entitled to do so according to the license and/or the law.
- 22.9. The subscriber acknowledges that all equipment provided by the company, its partners, or subcontractors (including routers, Wi-Fi repeaters, etc.) remains the property of the company, its partners, or subcontractors. Upon termination of the contract, the subscriber is responsible for the complete return of this equipment in



## Terms and Conditions for telecommunication services

good condition to one of the drop-off points indicated by the company at the time of termination.

- 22.10. In the event of non-return of the equipment within 15 days following the termination of the service, or if the equipment is damaged or incomplete, the company reserves the right to charge the cost of the equipment, with a minimum amount of 500 shekels. It is recommended that the subscriber retain proof of equipment return to avoid any future disputes.
- 22.11. In case of suspicion of illegal use of the device/card, according to the parameters of the company, the service will be disconnected.
- 22.12. The company will be entitled to reduce the speed of transfer of the subscriber's data at its sole discretion in any of the following cases: (1) the subscriber has made dishonest use or allowed others to use the same, or has acted in a way which constitutes or could be considered as abuse; (2) The subscriber makes use of the services three times higher than the average quantity of a subscriber of the company of the same type; (3) the extent or manner in which the subscriber's connection services are used by the subscriber, disrupts the operation of the network and/or other users of the network; (4) the subscriber uses connection services for the purpose of file sharing software and/or contents between different users.
- 22.13. The company is entitled to disconnect a device that causes disruption in the provision of services to other subscribers and/or network activities.
- 22.14. In the event of non-payment of an invoice, the company will be entitled to disconnect the lines in the possession of the subscriber or part of them, even in the case of separate service subscriptions for each of them, even if a separate claim has been made.
- 22.15. The company is entitled to disconnect or temporarily limit the services, in whole or in part, due to maintenance operations, disruption in the provision of services after or in case of emergency, or for reasons of national security, the whole being subject to the terms of the license and the law.
- 22.16. The company is committed to ensuring that, during the period of control, maintenance, and handling of malfunctions, it will act to minimize, to the extent possible, the damage, if any, to the continuity and quality of the services.
- 22.17. In the event that the join to the Company's communication services was through 'remote sales' and the subscriber is a 'consumer' within the meaning of these terms in the Consumer Protection Act 1981:
  - 22.17.1. The subscriber has the option to cancel the transaction within 14 days of joining the services.
  - 22.17.2. In order to take advantage of the right to cancellation of said services, the subscriber must return the purchased device in its original packaging, without defects, and submit the invoice for the purchase.
  - 22.17.3. The subscriber will be billed a cancellation fee of 5% of the purchase price or a sum of 100 shekels, whichever is lower.
  - 22.17.4. In all cases, the subscriber will have to pay the amount of services used until the date of cancellation.
  - 22.17.5. If no date has been specified in the notice, a cancellation following an oral request will be effective within three working days from receipt of the request. In case of sending a cancellation request by registered mail, the cancellation will be made within six working days. A cancellation following a written request will come into effect within one business day unless otherwise stated in the application.

We, here at Annatel, would like to thank you for choosing us as your cellular provider and we wish you efficient and enjoyable use of our communication services!

### Annexe 1

#### (1) הגדרות

(1) "ועדת הרבנים" - ועדת הרבנים לענייני תקשורת ע.ר. 580440824 הוקמה על ידי רבנים שמונו על ידי גדולי ומנהיגי ישראל, והוסמכו לאשר עבור הציבור החרדי את מכשירי ומספרי הטלפון הניידים על פי הוראותיהם בהגבלות או חסימות כולל הגבלות בניוד לרבות אלה נשוא הסכם זה.

(2) "מכשיר כשר" - ציוד קצה סלולארי נייד אשר תכונותיו ושירותיו תואמים להחלטות ועדת הרבנים לענייני תקשורת ואשר יש בו אישור מטעמה והנושא אמצעי זיהוי, ולמען הסר ספק, אינו מאפשר ברמת חומרה את אספקת השירותים הבאים ודומיהם: חיבור לאינטרנט, משלוח ו/או קבלת הודעות SMS, הודעות תמונה וכיו"ב וכן הפועל באמצעות סים כשר בלבד, וזאת מבלי לגרוע משיקול דעתה של ועדת הרבנים להוסיף או לשנות מטעמים הלכתיים את הדרישות שבהן חייב מכשיר כשר מעת לעת לעמוד בהן.

(3) "אמצעי כשר" - האמצעים ואביזרים שונים, לרבות סימנים, הנלווים למתן שירותי הרט"ן, אשר קיימת לעניינם תעודת הכשר תקפה מטעם ועדת הרבנים, המעידה בהתאם להוכחות שהובאו לפניו, כי אמצעים מסוג זה עומדים בכללים הרלוונטיים אליהם שנקבעו על ידי ועדת הרבנים.

(4) "סים כשר" - סים המאפשר קבלת שירותי החברה, אשר אושר על ידי ועדת הרבנים ככשר והוטבע עליו סימן הזיהוי, אשר בהכנסתו למכשיר כשר תתאפשר רק אספקת שירותי הקומה הכשרה כהגדרתה בהסכם זה ובאמצעות מספר כשר בלבד, ובהכנסתו למכשיר אחר, לא יתאפשר כל מתן שירות למעט הוצאת שיחה לשירותי חירום כמוגדר ברישיון החברה.

(5) "מספר כשר" - מספר שהינו חלק מטווח המספרים בקומות כשרות של מפעילים שבמסגרתן ניתן סל שירותים ייעודי הכפוף להגבלות של ועדת הרבנים. המספר הכשר יוכל לפעול רק עם מכשיר כשר ועם סים כשר המאפשר ביצוע שיחות בלבד וכן תכונות נלוות לשירותים אלה, ואינו מאפשר שירותים אחרים, לרבות: חיבור לאינטרנט, משלוח ו/או קבלת הודעות SMS, הודעות תמונה וכיו"ב, וזאת מבלי לגרוע משיקול דעתה של "ועדת הרבנים" להוסיף או לשנות מעת לעת את הדרישות שבהן חייבים מספר כשר והקומה הכשרה לעמוד בהן. המספר הכשר והקומה הכשרה יוגבלו בניוד ולא יוכלו להתנייד בין בתוך החברה ובין בניוד לחברה אחרת מחוץ לקומה הכשרה המפוקחת על ידי ועדת הרבנים, אך יתאפשר ניוד לחברה אחרת או למסלול שירות הנכלל במסגרת סל השירות הייעודי אשר כפוף להוראות ועדת הרבנים לפי כל דין. ניוד לחברה אחרת יתאפשר רק לחברה אשר לה הסכם משפטי עם ועדת הרבנים לפי כל דין ומאושר באישור מעודכן על ידי ועדת הרבנים לרבות אישור לניוד מעודכן.

(6) "מכשיר כשר" - מכשיר שאינו מאושר על ידי ועדת הרבנים לענייני תקשורת.

(7) "אמצעי זיהוי" - אמצעי לסימון המכשיר הכשר, שאושר על ידי ועדת הרבנים, המעיד, כי ניתנה לגביו תעודת הכשר.

(8) "מנוי הקומה הכשרה" - מנויים שקשורים בהסכם עם החברה לקבלת שירותיה בכפוף להחלטות ועדת הרבנים לענייני תקשורת כולל הוראותיה וכולל הגבלותיה במניעת ניוד המספר לשירות או למפעיל אחר שאינו מאושר על ידם כמפורט בהסכם זה, באמצעות מספר מהקומה הכשרה המאושרת על ידי ועדת הרבנים לענייני תקשורת במכשיר כשר וסים יחודי לטובת שירותי הקומה הכשרה בלבד המאושרים והנושאים את סימן הזיהוי של אישור ועדת הרבנים לענייני תקשורת ובעל מספר בקומה הכשרה (להלן) גם: "הלקוח".

(9) "הקומה הכשרה" - טווח מספרים ייעודי אשר יוקצה על ידי החברות השונות לטובת מנוי הקומה הכשרה לשירות הכפוף להגבלות או חסימות לפי הוראות ועדת הרבנים לענייני תקשורת לרבות הגבלת ניוד.

(10) "מספר חסום" או "רשימת המספרים החסומים" - מספרים (ספציפיים ו/או סוגי מספרים) ו/או קידומות ו/או טווחי מספרים ו/או כרטיסי חיוב וכיו"ב, מקומיים וזרים, שהחיוג אליהם מקו הנמנה על הקומה הכשרה, יהיה חסום, או מספרים (ספציפיים ו/או סוגי מספרים) ו/או קידומות ו/או טווחי מספרים ו/או כרטיסי חיוב וכיו"ב, מקומיים וזרים, שהחיוג מהם אל קו הנמנה על הקומה הכשרה, יהיה חסום, בהתאם לרשימה שתימסר על ידי ועדת הרבנים ותתעדכן על ידה מעת לעת לרבות באמצעות ממשק ממוחשב, בהתאם להוראות הסכם זה.

(2) הוראות נספח זה הינן הוראות מיוחדות, אשר נועדו לחול על מנוי הקומה הכשרה. בכל מקרה של סתירה בין הוראות נספח זה לכל הוראה אחרת בכל הסכם בין החברה לבין הלקוח, יגבר האמור בהוראות נספח זה.

## Terms and Conditions for telecommunication services

- (3) השימוש במכשיר כשר יעשה אך ורק באמצעות סים כשר ומספר המצוי ב"קומה הכשרה". הלקוח לא יוכל ולא יהיה רשאי להחליף את מספר הטלפון למספר שאינו מצוי בטווח "הקומה הכשרה". במקרה בו הלקוח יבקש לשדרג או להחליף מכשיר כשר למכשיר לא כשר – החברה תשנה את מספרו למספר שלא בתחום הקומה הכשרה.
- (4) הלקוח מודע ונותן הסכמתו לכך ששירותי התחזוקה והתיקונים למכשירים הכשרים, ככל שאלו ניתנים על ידי החברה, עשויים להיות מוגבלים בהתאם להנחיות ועדת הרבנים, ובכלל זה, השירותים לא יינתנו בשבתות ובחגי ישראל.
- (5) העסקה כוללת "היתר עסקא", בו ניתן לעיין בתחנות השירות הייעודיות למנויי התכנית הכשרה.
- (6) ידוע ללקוח והוא נותן הסכמתו לכך, שהמספר הכשר והמכשיר הכשר מוגבל בתכונותיו (גם אם אינו משווק על ידי החברה), ובי לא ניתן (ככל הידוע) ואסור לו ולחברה לבצע, או לאפשר לאחר כלשהו לבצע, כל שינוי בסיס כשר ובמספר כשר או במכשיר כשר בזמן מן הזמנים, שלא אושר בכתב על ידי ועדת הרבנים, ובכלל זה לשנות את תכונותיו, לעשות בו שימוש באמצעות כרטיס חכם (sim) שלא הוקצה למנוי במסגרת הקומה הכשרה, לגרום לכך שניתן יהיה לחייג באמצעותו למספרים החסומים או לאיזה מהם או לקבל שירותים שאינם מאושרים על ידי ועדת הרבנים ו/או שאליהם המספר או המכשיר אינו מיועד, כפי שהוא במועד רכישתו, ולבצע כל פעולה אחרת הנוגדת נספח זה.
- (7) נכון למועד החתימה על נספח זה, אפשרויות השימוש במספר כשר ובמכשיר כשר למנויי הקומה הכשרה הינן אלה בלבד: ביצוע שיחות טלפון בלבד (לא כולל למספרים חסומים לרבות טווחי מספרים החסומים, ולרבות לפי שיקול דעת ועדת הרבנים חסימת קבלת שיחות לפי הדיון) וכן תכונות הנלוות לשירותים אלה ככל שאושרו על ידי ועדת הרבנים, וביניהן: תיבה קולית, שיחה מזוהה, ספר טלפונים, יומן וכיו"ב, אך לא חיבור לאינטרנט, משלוח ו/או קבלת הודעות SMS ו/או שירותים המבוססים על שירות SMS, הודעות תמונה וכיו"ב) (להלן: "השירותים").
- (8) ידוע ללקוח כי כל תכונה נלוות כלשהי אף אם אושרה על ידי ועדת הרבנים, ככל שהיא כרוכה בהעברת תכנים כלשהי למשל: מוסיקה או איוור- מחוייבים תכנים אלו אף הם באישור ועדת הרבנים. ידוע ללקוח והוא מבקש ונותן את הסכמתו לכך, כי החיוג באמצעות המכשיר, הסים או המספר הכשר, יהיה חסום למספרים החסומים לרבות טווחי מספרים אשר יחסמו לפי שיקול דעתה והוראותיה של ועדת הרבנים על פי כללי אמות המידה המפורסמות באתר של החברה על פי הנחיות ועדת הרבנים והלקוח לא יוכל לחייג למספרים אלה באמצעות מספר כשר או מכשיר כשר או סים כשר, וכן לפי שיקול דעת ועדת הרבנים יתבצע חסימת קבלת שיחות לפי הדיון. במידה שחבילת השימוש כוללת יעדים טלפוניים, יעדים אלה יוגבלו בהתאם לרשימת המספרים החסומים כפי שתתעדכן מעת לעת. יעד שנבחר על ידי הלקוח אשר הינו מספר חסום יבוטל, ללא צורך במתן הודעה ללקוח. הלקוח מסכים ומתחייב כי במקרה שמסיבה כלשהי התקשר למספר מרשימת המספרים החסומים או למספר אשר במסגרתו ניתן שירות אשר אינו תואם את רוח ההלכה, לא תהיה לו כל טענה ו/או תביעה ו/או דרישה כלשהי כנגד החברה ו/או כנגד ועדת הרבנים ויהיה עליו לשאת בכל ההוצאות אשר תנבענה מחיג למספרים כאמור.
- (9) הלקוח מתחייב שלא להכניס כרטיס חכם (SIM) כשר שסופק עם מכשיר כשר ו/או כרטיס SIM של קו בקומה הכשרה, למכשיר אחר וכן שלא להכניס כרטיס חכם (SIM) שאינו כשר, למכשיר כשר, הלקוח מודע, מסכים ומבקש בזאת שהוראות אלו יתבצעו גם פיזית וטכנולוגית במכשיר בסיס ובמספר באופן שלא יתאפשר בהם פתיחת ההגבלות לא יתאפשר ניוך מחוץ למסגרת השירות המוגבל והכפוף להוראות ועדת הרבנים ולא לשירות או לפריט שאינו מאושר על ידי בין בניוד במסגרת השירותים המסופקים על ידי חברה זו ובין בניוד לשירות המסופק על ידי חברות אחרות, המנוי מודע לכך שהוא לא יוכל להתחרט מבקשתו להגבלות אלו כולל הגבלת הניוד, ולא יוכל לבקש ולא לבצע ניוך בשום דרך שהיא אלא במסגרת סל השירותים הייעודי שאושר על ידי ועדת הרבנים לענייני תקשורת בלבד.
- (10) ידוע ללקוח והלקוח מסכים לכך ומבקש, כי לא תתאפשר הפניית שיחות ממספרים כשרים הכפופים להוראות ועדת הרבנים למספרים שאינם כשרים או שאינם כפופים להוראות ועדת הרבנים, וזאת גם אם ההפניה נעשית שלא במישרין.
- (11) מובהר בזאת, כי הוועדה תוכל לעדכן סעיף זה ולהורות על איסור הפניה אף לקווים נייחים בהתאם לשיקול דעת הוועדה.
- (12) ידוע ללקוח, כי אין להסיר את סימן הזיהוי, לשנותו או להסתירו, ואין להטביעו או להעתיקו בכל צורה שהיא למכשיר אחר או לכל מסמך או חפץ ואין לאפשר לאחר לעשות כן.
- (13) במידה שהלקוח יפעל בניגוד לאמור בנספח זה, הרי מבלי לגרוע מכל סעד לו זכאית החברה לפי ההסכם ולפי כל דין, תהא החברה רשאית להגביל את השירותים הניתנים ללקוח או לנתק את המכשיר מכלל השירותים או להפסיק את ההתקשרות עם הלקוח. כמו כן, הלקוח יישא באחריות מלאה בגין כל תביעה או נזק שייגרמו לחברה בשל פעולה כאמור, בכפוף להוראות



## Terms and Conditions for telecommunication services

- | הרישיון | והוראות   | מסמכי | ההתקשרות. |
|---------|---|-------|-----------|
| (14)    | החברה רשאית למנוע מתן שירות ללקוח הקומה הכשרה אם התגלה חשד כי מכשירו אינו מכשיר כשר, או הסיים שלו אינו כשר, לרבות אם קיים חשד ממשי כי מספר הזהוי של המכשיר הכשר (IMEI) שוכפל, או כי נעשה שימוש במספר זיהוי של מכשיר כשר הידוע כמושבת או גנוב או שימוש במספר זיהוי שאינו מספר הזיהוי המקורי של המכשיר.   |       |           |
| (15)    | הלקוח מבקש ומסכים בזאת כי לנוכח ייחודיות המספר המוקצה לו וההסדר הייחודי הכרוך בקומה הכשרה ובמכשיר הכשר, הוא לא יוכל ולא יהיה מורשה להעביר את המספר לכל מכשיר אחר ולכל שירות אחר מכל מין וסוג שהוא המחובר לכל רשת שהיא שלא אושר על ידי ועדת הרבנים, לרבות זאת שהמספר המוקצה לו במסגרת סל שירותים ייעודי זה לא יוכל להתנייד לשירות בוק בחברה זו או אחרת ולא יוכל לפעול עם פריט אף שקיים בשירות או בפריט הגבלות זהות ואף אם הם כפופים להוראות תאגיד או גוף מסוים אחר, אלא הניוד והשימוש יתבצע רק באלו שבכפיפות לועדת הרבנים לפי כל דין ובאישור בר תוקף של ועדת הרבנים כאמור. |       |           |
| (16)    | הוראות נספח זה נתונות לשינויים לרבות הוספות של הגבלות או חסימות בהתאם להוראות ועדת הרבנים כפי שתהיינה מעת לעת. הנספח והוראותיו כפופים להוראות רשיונה של החברה ולהוראות משרד התקשורת וכל גוף מוסמך אחר, כפי שתהיינה מעת לעת.   |       |           |
| (17)    | הלקוח לא יישמע בכל טענה ולא תהא לו כל זכות תביעה או זכות אחרת והוא מוותר מראש על כל טענה ו/או תביעה נגד החברה, נגד ועדת הרבנים ונגד מי מטעמם, ביחד ולחוד, מקום בו נשללה/הופרה הכשרות מן המכשירים המסופקים לו על ידי החברה במסגרת הסכם זה, ו/או ביחס להוראה מהוראות אלו או שירות מהשירותים נשוא הוראות אלו, ליישומם, שינויים, ביטולם או תוספות ביחס אליהם, ובכללם כל חסימה של אלו שירותים הניתנים לכלל המנוים שאינם בקומה הכשרה בעקבות הנחיות או תוספות ביחס אליהם, ובכללם כל חסימה של אלו שירותים הניתנים לכלל המנוים שאינם בקומה הכשרה בעקבות הנחיות.                    |       |           |
| (18)    | ידוע ללקוח, והלקוח מסכים לכך ומבקש, שאם יבקש לנייד את מספרו לרשת אחרת, הוא יהיה מורשה ומוגבל לניידו רק לחברה אשר - לה הסכם משפטי בר תוקף עם ועדת הרבנים ואך ורק לסל שירותים ייעודי הכפוף להוראות ועדת הרבנים ומאושר באישור מעודכן על ידי ועדת הרבנים לרבות אישור לנייד מעודכן, ואך ורק במסגרת הסדר בינו לבין הרשת האחרת המבטיח החלת הוראות אלו גם במסגרת פעילותו ברשת האחרת, כל נייד אחר במספר כשר לא יוכל להתבצע.  |       |           |
| (19)    | ידוע ללקוח והוא מבקש ונותן את הסכמתו על כך, כי יוקצה מספר זיהוי - IMEI מיוחד עבור מכשיר כשר לזיהוי ככשר ומאושר על ידי ועדת הרבנים, ובכך ורק בכך יהיה ביכולתו של המכשיר לקבל את שירות הקו בסיס כשר ומספר כשר בקומה הכשרה, ולא ניתן להעתיק מספר זיהוי זה למכשיר שאינו כשר. העתקת מספר זיהוי זה למטרת שיווק, מהווה עבירה על חוק הגנת הצרכן התשמ"א - 1981 סעיף 2(א)(4) תיקון מס' 71, ומהווה נזק לכלל מנויי הקומה הכשרה המעוניינים באמצעי זיהוי ייחודי זה. ללא אפשרות הטעיה כל שהיא.   |       |           |
| (20)    | התחייבויות הלקוח לפי הוראות אלו הינן יסודיות. הלקוח מצטרף לשירותי החברה לאחר שקרא הוראות אלו, הבין כי הצטרפותו במסגרת הקומה הכשרה מותנית בתקפותן של הוראות אלו, בחן את האפשרויות האחרות העומדות לרשותו בשוק הסלולרי והחליט, על סמך כל הנ"ל, בידיעה שלמה, להיכנס כצד לעסקה זו, על כל תנאיה ומרכיביה.   |       |           |



## Terms and Conditions for telecommunication services

### Non-legally binding translation of Annex 1

#### 1. Definition

- 1.1. "Vaad Harabanim" – The Vaad for communication services, or "Vaadat Harabanim linyanei tikshoret (ועדת הרבנים לענייני תקשורת)", registration number 850440824, was established by rabbis appointed by the great scholars and leaders of Israel. It is authorized to approve mobile devices and phone numbers for the religious Jewish public in accordance with their instructions, including restrictions, blocks, and usage limitations, among those outlined in this agreement.
- 1.2. "Kosher Phone" – A device that complies with the decisions of the Vaadat Harabanim for Communication Services, certified and identified as such. It does not allow access to the internet, sending or receiving SMS, MMS, etc., and operates only with a Kosher SIM card. The Vaadat Harabanim may modify the requirements for a Kosher Phone at any time for Halachic reasons.
- 1.3. "Kosher Device" – The complete system, including its accessories such as the SIM card, used to provide telecommunication services and certified as kosher by the Vaadat Harabanim.
- 1.4. "Kosher SIM" – A SIM card approved by the Vaadat Harabanim as kosher, allowing access to the company's services. When used in a Kosher Phone, only authorized services will be available, and only through a Kosher number. If inserted into another device, no services will be provided, except for emergency calls as defined in the company's terms of use.
- 1.5. "Kosher Number" – A number linked to a Kosher plan, usable with a Kosher device and SIM card, for phone calls and their associated functions. No other services (Internet, SMS, MMS, etc.) are permitted. The Kosher number is non-portable within the company or to another operator, except under conditions defined by the Vaadat Harabanim and applicable regulations. A transfer is only allowed to an operator that has a valid agreement with the Vaadat Harabanim and an up-to-date specific authorization.
- 1.6. "Other Device" – A device that has not been approved by the Vaadat Harabanim for Communication Services.
- 1.7. "Identification Means" – A device marking system approved by the Vaadat Harabanim, certifying that the device has been granted kosher certification.
- 1.8. "Kosher Plan Terms" – The terms related to the agreement with the company for receiving its services, subject to the decisions of the Vaadat Harabanim for Communication Services, including its guidelines and restrictions. This includes the prohibition of transferring the number to a service or operator not approved by the Committee, as outlined in this agreement. This plan is accessible only via a number within the kosher range approved by the Vaadat Harabanim, used with a kosher device and a specific SIM card intended exclusively for kosher plan services. These services are certified and bear the Vaadat Harabanim's approval mark, and the number is included in the kosher plan (hereinafter also referred to as "the customer").
- 1.9. "Kosher Plan" – A dedicated range of numbers allocated by telecommunications companies to meet the conditions of the kosher plan, for a service subject to restrictions or blocks in accordance with the guidelines of the Vaadat Harabanim for Communication Services, including portability limitations.
- 1.10. "Blocked Number or Blocked Number List" – Numbers, prefixes, number ranges, or calling cards (local or international) whose calls to or from a kosher plan line are blocked. This list, defined and periodically updated by the Vaadat Harabanim, may include management via a computerized interface, in accordance with the terms of this agreement.

2. The provisions of this annex are specific to kosher plans. In the event of a contradiction between the provisions of this annex and any other provision in this agreement, the provisions of the annex shall prevail.



## Terms and Conditions for telecommunication services

3. The use of a kosher device will only be possible with a kosher SIM card and a number belonging to the kosher number range. The subscriber will not be able to and will not be authorized to replace their phone number with one that does not belong to the kosher range. In the event that the customer requests to upgrade or replace a kosher device with a non-kosher device, the company will change their number to one outside of the kosher range.
4. The subscriber acknowledges and agrees that the service center may be limited in accordance with the guidelines of the Vaadat Harabanim. This includes, among other things, the closure of the service center on Shabbat and Jewish holidays, via phone, fax, email, or any other means of contacting the service center.
5. The services outlined in this annex are subject to the provisions of the Heter Isska.
6. The subscriber acknowledges that the kosher number and kosher device are limited in their functionalities and that neither they, the company, nor any other person, are permitted to make changes to the kosher SIM card, kosher number, or kosher device at any time without written approval from the Vaadat Harabanim. This includes, among other things, modifying their functionalities, using a SIM card not assigned as part of the kosher plan, the ability to call blocked numbers or access services not approved by the Vaadat Harabanim, or any other action contrary to this annex.
7. As of the date of signing this annex, the kosher number only allows phone calls (except for blocked numbers and subject to the Vaadat Harabanim's decisions regarding incoming calls, in accordance with the law). The services approved by the Committee include voicemail, caller identification, and the directory. Excluded services include: internet access, sending/receiving SMS, SMS-related services, MMS, and any similar services.
8. The client acknowledges that any additional feature, even if approved by the Vaadat Harabanim, which requires content transfer (music, images, etc.) must also receive the Committee's approval. Calls made with a kosher device, SIM card, or number will be blocked to forbidden numbers as defined by the Vaadat Harabanim, according to its guidelines and the information published on the company's website. The Committee may also block incoming calls in accordance with applicable legislation. If the plan includes specific numbers, these will be subject to the blocked numbers list, which is updated periodically. A number chosen by the client that appears on this list will be canceled without prior notice. The client agrees that in case of an attempt to call a blocked number or a number not compliant with the law, they will have no claim or recourse against the company or the Vaadat Harabanim and will bear all costs related to these calls.
9. The subscriber agrees not to use a kosher SIM card in a non-certified kosher device, nor to insert a non-kosher SIM card into a kosher device. These restrictions are physically and technologically applied to the device, SIM card, and number so that they cannot be circumvented. Services cannot be transferred outside the scope of the limited services defined by the Vaadat Harabanim, nor to other companies. The client understands and agrees that these restrictions, including the limitation of transfers, are irrevocable. Any transfer can only be made within the framework of a service approved by the Vaadat Harabanim.
10. The subscriber is informed and agrees that it is not possible to transfer calls from kosher numbers, subject to the Vaadat Harabanim's guidelines, to non-kosher numbers or numbers not subject to these guidelines, even if the transfer is done indirectly.
11. It is specified that the Vaadat Harabanim may update this clause and prohibit the transfer of calls, even to private lines, according to its own judgment.
12. The client is informed that it is prohibited to remove, alter, conceal, or reproduce the Vaadat Harabanim's identification mark for communication services, or to apply it to another device, document, or object, and must not allow others to do so.
13. In case of a violation of the terms of this annex by the client, the company reserves the right to restrict services, deactivate the device, or terminate the contract, without prejudice to any legal or contractual remedies available. The client will also be held responsible for any damage or claims suffered by the company as a result, in accordance with the provisions of the license and contractual documents.
14. The company reserves the right to suspend the provision of services to a subscriber if there is suspicion that the client's device is not a kosher device, or that its SIM card is not kosher,



## Terms and Conditions for telecommunication services

including if there is reasonable doubt regarding the duplication of the kosher device identification number (IMEI), or the use of an identification number from a kosher device known to be deactivated or falsified, or the use of an identification number that does not match the original device.

15. The client expressly agrees that, due to the specific characteristics of the assigned number and the restrictions related to the kosher plan and device, it is prohibited to transfer this number to a device, service, or network not approved by the Vaadat Harabanim. This number cannot be used with similar services or equipment, even if subject to identical restrictions. The use of this number is strictly limited to services approved by the Vaadat Harabanim, in accordance with the law and its current authorizations.
16. The provisions of this appendix may be amended, including by adding restrictions or blocks, in accordance with the directives of the Vaadat Harabanim, as they may be defined from time to time. The appendix and its provisions are subject to the internal rules of the company and the regulations of the Ministry of Communications, as well as any other competent authority, as they may be defined from time to time.
17. The client waives any claim or legal action against the company, the Vaadat Harabanim, and their representatives, individually or collectively, regarding the withdrawal or non-compliance of the provided devices, the guidelines of this agreement, the associated services, or any modification, cancellation, or restriction resulting from the decisions of the Vaadat Harabanim, including those affecting users outside the range of numbers designated as "Kosher."
18. The client is informed and agrees that if they wish to transfer their number to another operator, they can only do so with a company that has a valid legal agreement with the Vaadat Harabanim, and only to a set of specific services compliant with the Vaadat Harabanim's guidelines, validated by the Committee, including an updated service transfer. This transfer can only be made within the framework of an agreement between the company and the other network, ensuring the enforcement of these rules in the new network. Any other transfer of a Kosher number will be prohibited.
19. The client is informed and agrees that for a device to be recognized as Kosher and authorized by the Vaadat Harabanim, a unique IMEI identification number will be assigned to it. This number will allow the device to receive services via a Kosher SIM card and a Kosher number within the Kosher number range. It is prohibited to copy this identification number onto a non-Kosher device. Copying this number for the purpose of marketing the device constitutes a violation of Article 2(a)(4) of the Consumer Protection Law (1981), amended by Decree 71, and represents damage to all devices in the Kosher device range that are identified by this unique number, with no possibility of deception.
20. The client's commitments under these instructions are essential. The client subscribes to the company's services after having read and understood these instructions, and after being made aware that their registration in the "Kosher" number range is conditioned on the validity of these instructions. The client has also examined the other options available in the telecommunications market and has decided, with full awareness, to engage in this transaction with all of its terms and components.
21. The client is informed that, upon receiving their "Kosher" SIM card, they will only be able to access all the associated features after completing the authentication process. To do so, the client must make a call, during which a reminder of the conditions outlined in this appendix will be presented via a recorded voice message. The client must validate these conditions to activate the "Kosher" SIM card.

This appendix forms an integral part of the general terms and conditions of use. It does not replace them but complements them and adds to the existing provisions.