

D-TV terms of use and general engagement

Thank you for joining our company's service called D-TV. We will do as much as we can so that you get the best and enjoy these services.

This document is translated into English from the original Hebrew document, so any misspellings or other mistakes in this document are unintentional and we apologize for it, also we clarify that the only the Hebrew version of this document is valid as the actual terms of our service.

These are the general terms of engagement that apply to the service. Please read them carefully. The agreement with you consists of these general terms of engagement, additional engagement documents provided to you and relevant terms published on our website such as our rate schedule.

1. What we mean when we say

For your convenience, a number of terms we will use in this document and their meaning next to them:

"We", "D-TV", and any address in the first person plural (such as "we provided", "to us") - D-TV company provides the service.

"The means of viewing" - the means used for the purpose of receiving the services, which include a converter connected to a television set, a mobile device and a computer - a stationary or mobile computer on which a browser of any kind is installed or any device used by the customer to view the services.

"You", and any contact in the third person (such as "your", "you gave", "you ordered") - the person or entity that contacted us directly in order to receive the services according to this agreement.

"Providers" "International Providers" "Service Providers" - the approved content providers from abroad with whom we have a business relationship and to the best of our knowledge offer viewing of approved and open content for general use only.

"Website" - our website, whose address is: www.d-tv.co.il or any other website related to or linking to or referring to our website.

"Your home" - the place where you requested to receive the services for your private/personal/business use.

"The rate schedule" - a document detailing the rates for the services provided by us under this agreement, as will be updated from time to time; Our rate schedule is posted on our website in the FAQ section or in store showing the current rates. It should be noted that if the price has changed and has not been updated on the website - the price that determines is the price provided by the company representative or at our customer service centers only when receiving payment from the customer.

"Cellular device" - a mobile phone or tablet type device that is adapted to receive the services and meets all the conditions we set on the website, and any other equipment we approve, as detailed on the website from time to time.

"The services" or "the service" - the services provided according to this agreement, including the broadcasting mediation services, between the service providers from around the world and the various websites and the customer. This accessibility and mediation service which helps and makes accessible viewing of open and approved broadcasts from around the world, subject to the conditions and limitations detailed therein.

2. What we give you

2.1 The D-TV service allows you to watch a variety of channels and content over the Internet (OTT, IPTV) and it also allows you access to additional services on the Internet such as applications and content from other providers.

It should be emphasized that our company is not a content provider directly, but only mediates between existing providers in the world and the customer, and also makes the broadcasts from the different providers or websites or different satellite broadcasts accessible to the customer, all in accordance with the agreement and the service you requested to receive. As far as the company is aware, the various suppliers we work with who provide us with various services and content - only access open satellite broadcasts or broadcasts from Internet TV stations and / or broadcasts from various websites - and all subject to the fact that the service is completely legal and there is no violation of copyright. If any deviation from this is found or will be found - our company will do as much as possible to stop mediating content that will be defined as problematic and will act as quickly as possible to find a legal and legally approved replacement for the continuation of the broadcasts to the customer.

In any case, our company reiterates that it is not responsible at all for the content of the broadcasts and the various channels or content provided by the various providers and/or the various websites.

The service will be provided through equipment that will be installed by us or that you will install yourself in your home (we will detail this in section 5), or through applications adapted to our service (according to the international provider that will provide us with the services) installed on a mobile device or through a computer and/or smart TV. It is possible that Idan+ channels will be received in your home by our service or through an antenna or not at all according to the options allowed by any law and according to the deal you close with the customer.

3. It is important that you know

3.1 The consumption of the services will be limited to the type and number of viewing media according to the program you joined.

3.2 The viewing and use of the service, including the use of the various viewing applications on a mobile device and / or via the personal computer, will be limited exclusively to the territories of Israel. We will use location data obtained from the equipment and infrastructure you will use for the purpose of this section - this blocking will be done using Country Lock to make sure that there is no violation of viewing rights.

3.3 If you provide us with an email address, phone number and other personal details if necessary, these details will be used by us, among other things, to identify you in our systems. The username and password you receive from us may also be used by you to perform various actions on our website, including viewing personal information.

3.4 In some of the services offered by us, your Google account information is required in order to use the applications and content offered by Google and by other companies within the services, such as access to the Google application store which is called the Play Store. Without Google account information you may not have access to certain services and content.

3.5 The viewing apps that we recommend you download for viewing the service allow you to enjoy the service on your mobile device as well as other devices. To use the various apps, you must download them from the app store and identify yourself using your email address (your Google username) and your personal password.

3.6 You can use the various viewing applications only on devices and operating systems supported by the various applications according to the language provider that suits you, some of which may be detailed on the website, and subject to conditions detailed in the agreement. Please note that the conditions on the website may change from time to time, as well as the support for the various applications may change from time to time.

3.7 D-TV can also be watched via the personal computer using the VLC software or via the browser. And all according to team guidance Our customer service and at the time of joining the service. Please note that the use of the computer may be provided at an additional cost according to the requirements of the viewing application providers.

4. Connection to the Internet and infrastructure:

4.1 The basic connection requirements for the service are:

4.1.1 Internet connection (infrastructure and provider) with a bandwidth of at least 60MB for each connected device.

4.1.2 Appropriate electrical infrastructure.

4.1.3 A TV set with a free HDMI connection in favor of connecting a compatible streamer or a supporting smart TV with sufficient memory to broadcast the service in a good way without interruptions.

4.1.4 Our recommendation is to purchase a dedicated streamer for the service - from us or independently and use it for the service.

4.2 Please note, without the connections and infrastructures listed it is possible that the service will not work at all or will work with lesser quality. The requirements in section 4.1 may change in the future.

4.3 Our services will have an impact on the bandwidth used by you to receive other services via the Internet.

4.4 The use of the service may consume the volume of the browsing packages you have purchased and may affect the payment to your internet, infrastructure and cellular providers accordingly.

4.5 Moving house? It is only important to check with us in advance that the apartment has a suitable infrastructure and that it will be possible to continue receiving the services at this address. If there is a need for the services to be installed at the new address by a representative on our behalf, the coordination will be done with the coordination of a representative on our behalf, and the installation may involve payment according to a summary determined at the time of installation.

5. The equipment installed in your home

5.1 Our company does not and will not have any responsibility for the equipment in your home, whether it is equipment related to the viewing systems or the internet infrastructure in your home. Even equipment purchased from us, such as a streamer, is not our responsibility at all, and for any problem, contact the manufacturer of the equipment or the service provider on his behalf.

5.2 By joining the service, you agree to the extent that it will be required to install all the equipment required to receive the service, and to perform any accompanying action, in coordination with you. You must obtain all permits or consents required for the installation of the equipment, including any permit or consent of any third party, to the extent that they are required, and you will be responsible for compensating us for any damage we incur in connection therewith, including as a result of a claim or claim by any third party.

5.3 The installation of the equipment in your home, if required, will be done in coordination with you, subject to the existence of a suitable infrastructure.

These are if you requested to install the equipment and services independently.

5.4 If it will not be possible to carry out the coordinated installation for reasons beyond our control, we will be entitled to charge you for an idle visit by a technician and for the full amount of the visit and installation.

5.5 If you have purchased any equipment from us, you must keep the equipment installed in your home and drive it carefully. You must refrain from making unreasonable use of the equipment, or allow others to do so, including refraining from giving the equipment to others, removing it from the place of installation, enslaving it, repairing it, opening it or changing it. You must avoid connecting any equipment that is not suitable in our professional opinion, avoid loading any software that may cause any damage whether in software or a virus or in any other form.

5.6 Do not move the equipment installed in your home to another address, except with our express coordination and consent. The transfer of the equipment without our approval may lead to the blocking of the service without receiving a refund or compensation for the time remaining in the service package you purchased.

5.7 In the event of an electronic or mechanical malfunction, you can contact our customer service for consultation, but in any case, under no circumstances will our company be responsible for any damage caused to you or any third party.

5.8 It is possible that from time to time updates will be sent to you on behalf of the service providers or on behalf of the application and player providers automatically or in a manner that requires manual installation - for the equipment installed in your home or for the various viewing applications installed on your devices, in which case an appropriate message will appear on the converter box or in the application. If you do not approve the update, we may not be able to continue providing the service and you will not be awarded or receive any compensation for this. Please note that performing the update may cause disruption or deletion of content or applications

5.9 This section constitutes a fundamental condition in the agreement between us and its violation will be a fundamental violation.

6. Some highlights regarding viewing content

6.1 You can acquire the right to view additional languages of your choice beyond the main language selected when connecting to our company, from a library of different languages that will be offered to you and according to their availability by the various international providers. The right to view content in the different languages will of course involve an additional payment and in any case it will end after the end of the contract between us.

6.2 As a basis, our viewing package is configured to view content in one viewing point only.

Depending on the offer of the various providers, it may be possible to watch several means of viewing at the same time and depending on the upgrade of the viewing package to a wider package in which the service can be viewed from more than one viewing point. Some of the contents will be limited to a certain number of viewing means, and some will only be able to be viewed on one viewing means at any given time and everything is subject to the decision of the international provider and our company will not have any responsibility for this.

6.3 It will be emphasized that the various suppliers do not limit our customers to install the various viewing applications on a certain number of devices - and the customer can choose and install us wherever and in the amount he chooses, but it will be emphasized that the viewing of several devices at the same time will only be possible according to the specific viewing package that the customer purchased and according to the number The viewing points he purchased from us and from the international supplier.

6.4 If you have a viewing device and equipment that supports HD or 4K technologies, you may be able to view these contents as much as they are offered in the service. Please note that in some viewing devices it will not be possible to view these technologies and everything is subject to the equipment used by the customer or the decision of the international supplier.

6.5 It is possible that some of the contents that can be viewed using a certain device will not be offered using another device or provider and vice versa.

6.6 It is possible that some of our content will have viewing restrictions such as specified viewing hours. In addition, it is possible that during Yom Kippur it will not be possible to use the services or some of them, and that on certain dates such as Israeli holidays and memorial days, the content of the broadcasts will be adjusted to a format that suits the nature of the dates. There may also be changes for other parties such as national events. In all the aforementioned cases, there will be no change in payment and no credit will be given, we reiterate that the sole responsibility for the various contents and channels is the responsibility of the international providers only and we will not have any responsibility in this regard.

7. Our rates

7.1 In exchange for the services you purchased from us, you will pay us a one-time and full payment for the entire service period you chose to purchase (3, 6, 12 months) in accordance with the agreement with you and in accordance with the rate schedule on the website.

7.2 We reserve the right to update the rate of any service or to change any other payment detailed in the agreement or the rate schedule at our discretion, including to start charging a fee for a service or equipment that was previously provided for free or for which no rate was set, all subject to the law. In the event of a rate increase or charge for service or equipment previously provided free of charge, you will be notified in advance

7.3 If the VAT rate changes between the conclusion with the customer and the actual collection date, the change will apply to the rates for the services or equipment accordingly, subject to any law, and this will not be considered a change in rate or payment and the customer will be charged the difference.

7.4 Payment for the service will be made immediately upon the contract between us. If you chose to receive the service only through self-installation viewing applications without purchasing equipment or installation on our behalf, you will be charged a fee starting from the date of the contract between us, and until the payment is completed in full, you will not be provided with any services from our company.

7.5 You must pay the agreed payment for the various services, on the billing date agreed upon between us, regardless of the scope of actual use and even if you have not consumed the service at all, for whatever reason.

7.6 In the event that the service is received only in part of the period in relation to the agreed upon service, no credit of any kind will be made and no payment or part of it will be returned to the customer. All sales are final and non-returnable or non-refundable.

7.7 After the actual payment, we will send you a legal tax invoice via WhatsApp or by any other means, including by e-mail.

7.8 You undertake to pay any bill which, according to our records, relates to the services you requested to consume.

7.9 The agreement with you is conditioned on the approval of a payment method and its full payment, or the transfer of the payment from you to us in full. As long as the confirmation is not given that the payment has been made in full, we may refrain from providing the services, all or part of them, or we may limit your access to them. In some cases, including in the event that you have a financial debt towards us, we will be entitled to set a billing ceiling for you or limit the use of the services.

7.10 If you violate the agreement between us, you will bear the costs and expenses involved, and we will not be responsible for any damage, expense or loss that you may incur in connection with the collection process. In addition, and subject to the provisions of the law, we will be entitled to oblige you to pay collection expenses. Likewise, if your debt is not repaid on time, we may take legal proceedings that will involve additional expenses, including legal treatment through a lawyer on our behalf, and charges or expenses incurred as part of payment enforcement actions. Delivery and tracking. This does not detract from our right to collect, in addition to all the aforementioned amounts, any expenses or fees that will be decided by a judicial court or that will be agreed as part of a settlement process

7.11 You can contact our customer service to inquire about the account. The details will be given to you after receiving identification details in accordance with our procedures.

7.12 This section constitutes a fundamental condition in the agreement between us and its violation will be a fundamental violation.

8. Termination of an agreement at your request

8.1 As mentioned in previous sections, all sales are final and cannot be canceled. But there was and still is a specific problem and in your opinion the problem stems from our company which does not allow you to receive service at all, you can submit a request to disconnect the service and receive a proportional refund for the period of time remaining in the subscription and we will examine each case individually and act accordingly, it must be emphasized that any credit if given after examining the case, will be given exclusively for the viewing subscription and does not include any additional equipment or ancillary service.

8.2 Should you wish to submit such a request, you must contact our customer service at the email address and submit a request to terminate the engagement. In order for us to identify you, please state the full name, phone number of the owner of the subscription to the service or the subscriber to the service, as well as the case and the reasons for which you wish to terminate the service.

8.3 If you entered into a "distance sales transaction" according to the Consumer Protection Law, 1981 - (the "Consumer Protection Law"), you have the right to cancel the agreement within 14 days from the date of making the agreement. In this case - if we have already applied the subscription for the purpose of providing the services, We will be entitled to charge you a payment due to the expenses of installing and operating the service, in an amount not to exceed 100 NIS or another amount determined by law, and in addition a cancellation fee of 5% of the transaction price or 100 NIS, whichever is the lower payment. A person with a disability, a citizen A veteran or a newcomer, who entered into a peddling or distance selling transaction with us, will be entitled to cancel the transaction, under the aforementioned conditions, even within four months, subject to the Consumer Protection Law.

8.4 We will charge you the relative consideration for the service provided to you until the end of the contract unless otherwise stipulated in this agreement, for example each beginning of a month of a subscription will be charged in full and in any case there will be a credit to the customer, the credit will only be made for the following month and the balance of the subscription.

8.5 Please note, what is stated in this section does not detract from the understanding that the credit, if given in any case, will be given exclusively for the viewing subscription only and not for equipment purchased or expenses we incurred for the purpose of activating the subscription for the customer.

8.6 Please note that nothing in this section detracts from your obligation to pay your debts in accordance with the agreement between us. In addition, nothing in this section detracts from your rights according to any law.

9. Termination of an agreement at our initiative

9.1 We will be entitled to cancel the agreement between us, stop providing you with services, terminate and limit them, all or in part, all of this if you have not paid the payments for the services on time.

9.2 In addition, we will be entitled to cancel the agreement between us, stop providing you with services, disconnect or limit the services temporarily, in whole or in part, without prior notice, or with short notice, in any of the following cases: if there is a reasonable fear of an act of fraud (to us or towards the side of Yishai) through the services or equipment installed at your place or through its features; If you have illegally used or allowed another to illegally use the services or equipment installed at your place, including contrary to what is stated in section 15 of the general terms of engagement; If bankruptcy, receivership, creditor settlement or liquidation proceedings are taken against you; In any other case in accordance with the provisions of any law.

9.3 We will be entitled to temporarily disconnect or limit the services, all or in part, for the purpose of carrying out operations of maintenance or upgrading the system used to provide the services.

9.4 It is clarified that the termination of the services by us does not detract from your obligation to pay, and in the event of the termination of the agreement at our initiative, we will be entitled to make all payments that we are entitled to receive from you, including payments for the services and equipment provided to you, and to the extent that there is any remaining debt towards us.

10. Changing the terms of service

10.1 We may add or cancel services from time to time, change and update the rules of use applicable to the services, their terms, types and scope, subject to the provisions of the law and the terms of the agreement between us. In addition, we will be entitled to change, reduce or limit from time to time the scope and content of the packages, channels and content provided by us as part of the services for any reason whatsoever, without you having the right to raise a claim against us and without this allowing you to receive any refund or compensation from us in connection therewith.

11. Your use of the Service

11.1 The service is intended for your personal and private use only according to our instructions and subject to the law. It is strictly forbidden to use the service and the contents included in it for commercial purposes yourself, or to allow others to do so, and in general you may not use them for public projection or playback, make them available to the public, broadcast or distribute them, reproduce or copy them, and all unless you have been given express consent from us, in advance. In any case, any use for commercial purposes of the service and the contents included in it will apply to you full responsibility for obtaining all the necessary licenses and agreements for this purpose, including licenses from the copyright organizations and the performers, and the other rights holders.

11.2 You must not allow another to connect to the service provided in a way that would allow the use or viewing of the services in other places, and you must not use the service or the said equipment in any other way that is not in accordance with this agreement or that has not been approved by us. We ask you not to transfer the service provided to you to another address and not to install it anywhere else, without our coordination and express consent. Please note, you are responsible for any use made by others of the service and for the payment of any charge or claim arising therefrom, and you must ensure the existence of suitable monitoring measures for this use. If it turns out that the service or equipment is also used in places other than those for which it was intended, we will be entitled to charge you for the use of the service by others and even stop receiving the service.

11.3 You must not make illegal use of the service or use that constitutes a violation of the law, including: use that constitutes a tort, nuisance, disturbance, violation of individual modesty, violation of defamation laws and privacy protection laws, violation of intellectual property rights, use of a trademark, copying of information, violation of copyright, or using offensive or inappropriate expressions. You must avoid any action that may interfere with the proper operation of any communication network, endanger or disturb others. In addition, do not allow others to do so. It is hereby clarified that to the extent that you make such prohibited use, you will be solely and fully liable.

11.4 The broadcasting applications are provided to you under a non-exclusive license, which can be canceled at any time. To the best of our knowledge, the applications are protected by copyright laws, international copyright treaties and other laws and treaties protecting intellectual property rights.

11.5 All rights in the various broadcasting applications including, but without detracting from the generality of the said, copyrights, and all copies thereof are the property of the company or of the international service providers with whom the company works or its suppliers. Do not use applications that were not expressly allowed in the agreement, and in general do not distribute, rent or lend copies of the application to a third party, and do not bypass protective measures.

11.6 You are not allowed to delegate or allow after using the service, paid or unpaid, unless we have given our consent.

11.7 This section constitutes a fundamental condition in the agreement between us and its violation will be a fundamental violation.

12. Limitation of our liability:

12.1 We will provide you with the services and equipment in accordance with the agreement and the provisions of the law, and we will do everything in our power to prevent disruptions in the services provided by us and which are under our responsibility. At the same time, keep in mind that the services are subject to interruptions and interruptions and that they are also provided to you by means and systems that are not under our responsibility or control, such as the Internet network (infrastructure and access provider), the electricity network, the Idan+ network, the network of providers that provide us with the broadcasts, operating systems, Software, hardware and other systems. Therefore, we cannot guarantee you the continuity of the services, their quality and integrity, and we cannot commit to the availability of the services, the quality of the services or the absence of disruptions or malfunctions, and it is possible

that disruptions and malfunctions may apply to the quality of viewing the broadcasts, including the transmission of broadcasts in HD or 4K quality, and the ability to save content and watch them.

12.2 We are not responsible for the content offered as part of the services, and we have no control over it, including any content that you may find offensive or disruptive or, God forbid, violates any copyrights, and we will not be responsible for adapting it to your needs or for a specific use other than adapting the language requested by the customer and connecting it to broadcasts accordingly.

12.3 We, our employees and all those who come on our behalf will not bear any liability, tortious, contractual or otherwise, for any damage, direct or indirect, caused due to these:

12.3.1 An action that we are allowed to do according to the provisions of the law, according to the agreement between us or according to an instruction we received from a competent authority.

12.3.2 Circumstances that are beyond our control, including: (a) damages originating from the infrastructures of others used by us in providing the service, including the electricity network, the Internet network or networks of other operators, or damages caused due to actions or omissions of other providers, including damage or A malfunction originating in a communication network, the Internet, international access services, equipment, software, systems or the application environment of Km. We will also not be responsible for damages resulting from your or others' actions or omissions, which do not act according to our instructions; (b) Damages caused by equipment not supplied by us. In addition, we will not be responsible in any way for the correctness of equipment not supplied by us, for its maintenance or its regular operation. Regarding equipment you purchased from us, our responsibility for it will be according to the terms agreed with you, meaning we have no responsibility for the equipment and you must contact the equipment manufacturer. (c) Force majeure, including, but not limited to: fire, war, acts of sabotage and hostility, cyber-attacks, serious disturbances of public order, lack of reasonable sources for the supply of essential equipment to the network, laws, regulations or government orders, military or security restrictions, measures to prevent fraud, or other factors, all subject to the fact that these are not under our sole control and that they prevent us from meeting our obligations despite our reasonable efforts.

12.3.3 The failure to provide the services, their delay, limitation or termination, as a result of our deliberate action, insofar as this is necessary for the performance of Bezeq operation or the provision of the services, including for the purpose of detecting or stopping fraud.

12.3.4 Error or disruption in the provision of the services, error in or omission from a Bezeq message, failure to deliver it or delay in delivering it, delivery for the wrong purpose or wrong listing in our broadcast directory or in our other publication, unless this was caused by gross negligence.

12.3.5 Any disruption, disconnection, unavailability, delay, malfunction or failure of the services, resulting from the penetration of viruses or malware.

12.3.6 Use of our support services made to operate the equipment provided to you by us or to operate the services.

12.3.7 Loss, theft or any unauthorized use of the services or means of identification or of personal information that we have given you for the purpose of providing the services by us, except in the situation where said information or means of identification were obtained as a result of deliberate action or gross negligence on our part or on our behalf.

12.3.8 Slowing down the end of surfing in your home as a result of using the services.

12.3.9 Damage caused to the customer's equipment or software as a result of the use of the services.

12.3.10 Delay or disruption in the transmission of broadcasts as a result of the provision of services over the Internet, including delay or disruption in the transmission of messages in emergency situations (such as messages from the Home Front Command).

12.4 The D-TV service includes various applications and players that are provided to you "as is". We and our various suppliers disclaim, subject to the law, any responsibility in connection with them, including regarding ownership, copyright infringement, suitability for a commercial purpose, suitability for a specific purpose, absence of viruses, completeness or degree of accuracy of responses, results, absence of negligence and conformity to description. You assume all risk arising from the use of the application and its performance.

12.5 Without deviating from the provisions of Section 12.3 above, we, our employees and all those who come on our behalf shall not be held liable in tort, contractual or otherwise, for any indirect damage, including consequential or apparent, including loss of income or damage to reputation or damage to profits or loss of information, etc., that may be caused to you or to others in connection with the provision, limitation or termination of the Services for any reason whatsoever.

12.6 The total financial liability we bear for any damage for which our liability was not limited in accordance with the provisions of the agreement between us or in accordance with the provisions of the law, shall not exceed, in any case and in the aggregate, the amount we received for the services in connection with which the damage was caused, during a continuous period of three months preceding the date of occurrence of the damage.

12.7 The responsibility for the content of information, data, or other communication that will be transmitted through and within the framework of the services rests with you. We will not be responsible and bear no liability for any damage or liability regarding infringement of any intellectual property rights, including infringement of copyright, trademark, trade name, trade secret, patent, sample or defamation, committed by you or towards you as part of the use of the services.

12.8 This section 12 adds to any immunity, limitation or exemption from liability granted to us or which will be granted to us in the future according to the provisions of the law.

12.9 Any delay, interruption or damage to the services, all or part of them, due to any legal impediment, including an order of a judicial court, an order of a competent authority or the avoidance of granting a permit or license - will not be considered a breach of the agreement by us.

12.10 Please note - as part of the services we will allow you access to view, purchase or use services, applications and content offered on the Internet also on behalf of other providers and / or on behalf of various websites that will serve as the source of the broadcast, such as content and applications offered for viewing or purchase as part of Google's services or any other company. The use of all said services and content will be done in accordance with and subject to the terms of use established by each provider, and we will not bear any responsibility for the use of these services or content, and in general we will not bear any responsibility, including damages, contractual or otherwise, for any damage, direct or indirect, that you incur in connection with such services.

13. Content control

13.1 As part of the services, content for adults over the age of 18 may be offered, among other things. It is your responsibility to ensure that the viewing of this content will be done only by those who have passed this age.

13.2 It is possible that within the service and in accordance with human error or any technical problem on behalf of the various providers there will be confusion in the type of channel that is broadcast, and due to the type of service it is possible that it will not be possible to use software or network services to filter content. It is your responsibility to check the suitability of the filtering services for surfing the Internet and the broadcasted content while watching, and we will not bear any responsibility for any damage you may incur in connection with this.

14. How can you contact us?

14.1 Our service centers are at your disposal for any question, request, request or request for information related to this agreement or the services.

14.2 Technical support - in case of a malfunction in receiving the services, you can contact us every day (except Yom Kippur) and we will try to help you as quickly as possible.

14.3 If troubleshooting requires a visit by a technician to your home or if you wish to receive a visit from a technician - the visit will be coordinated with you. Please note that you will have to pay a separate fee for the technician's visit.

14.4 In the event of an idle visit, such as in the event that despite the coordination you will not be at home on time or in the event that there was no malfunction, we will be entitled to charge you for an idle visit for a minimum of 200 NIS.

15. Other things you should know

15.1 It is agreed that any violation of a clause that has not been determined to be an essential condition, and which has not been corrected within 5 days from the date on which you were notified of this, will be considered a fundamental violation.

15.2 Any change in the law, including in the Telecommunications Law (Bezeq and Broadcasting), 1982 - 1982 and the Consumer Protection Law, 1981 - 1981 and in the regulations established pursuant to them, or in the licenses granted to us, to the extent that there is, in our opinion, in order to affect the terms of the contract, shall be considered as an agreed change of the contract terms.

15.3 In the event of a conflict between the general terms of engagement and any other document that is part of the agreement between us, the provisions of the general terms of engagement shall prevail, except in the case where it is expressly stated in any other document that is part of the agreement between us that the provisions therein shall prevail over the provisions of the general terms of engagement.

15.4 Even if we waived one of our rights according to the agreement between us in a particular case, or gave you an extension to fulfill one of your obligations, we do not have to give up our right again or give you an extension in other cases. We maintain our rights according to the agreement between us and according to any law.

15.5 We will be entitled to assign, transfer or grant to another our rights and obligations according to the agreement between us, all or in part, according to our full and exclusive discretion. You are not allowed to assign your rights according to the agreement between us.

15.6 Revocation or determination regarding the invalidity of a condition in this agreement or part of it shall apply only to that condition or that part, as the case may be, and they do not in themselves affect the binding validity of the agreement or any other condition therein.

15.7 This agreement does not detract from any right we have under any agreement or under any law and does not diminish our right to be reimbursed from you for any damage or loss or expense incurred by us as a result of your actions or omissions.

15.8 We shall be entitled to withhold in our hands any sum deposited by you with us or due to you from us, until full fulfillment of your obligations according to the agreement.

15.9 The laws of the State of Israel will apply to the agreement between us only.