



Dear Parents,

We are pleased to enclose information about the exclusive mobile phone arrangements from *IsraelPhones*. For our participant's security and well-being, we require that all students participate in the **IsraelPhones Mobile Network**, which has provided uniform, networked mobile phones for our entire program for the past several years, as well as most of the other study programs in Israel. This plan enables our office and the Israel staff to reach all of our students immediately and simultaneously in all circumstances – an advantage that has proven itself countless times.

We have worked with **IsraelPhones** in the past, and are consistently pleased with their excellent service, economical rates and features including:

- **Discounted “Home” Number:** Students in Israel can select one landline number in their home country (Australia or New Zealand) to call at the discounted rate of only 16 cents per minute
- **Mobile-to-Mobile Discount:** Call other students with IsraelPhones on your network for **FREE**
- **Phones for Parents:** Visiting parents are entitled to a two-week mobile phone rental with no daily rental fees – just pay for the outgoing calls
- **Repairs and Replacements with Door-to-Door Service:** No need to visit a service center
- **Free Group Distribution:** Phones will be distributed upon the group arrival in Israel at no charge, and collected from the participants at the time of group departure

In an effort to bring the best values and cost effective choices to our customers, IsraelPhones is pleased to offer some additional money saving options including:

Local Number Offer:

Your child will always have an Israeli phone number in order to receive both local and international calls, but now you can also reach your child by dialing a local number from Australia. No matter where you are – in the office, at a friend's house, in the car using a cell phone, you can reach your child directly with a local call.

With our easy plan, you pay just \$6.00 per month – and receive a local number with excellent call quality. All calls to this number will be billed at the rate of 14.9¢ per minute from Australia. There are no access codes or PINs to remember and we'll do our best to assign the area code of your choice, subject to availability.

Please note: This optional service plan is an addition to your basic IsraelPhones plan and will not affect the calling rates in any way. Your child's local number will be billed separately from the Israeli mobile phone. A fully itemized statement will be available online and you will be notified via email when it can be viewed.

SMS Bucket Deal:

To meet the high demand of our customers, IsraelPhones is now offering a monthly bucket of text messages. Choose either 100 text messages for only \$9, or 200 text messages for only \$14! These buckets will be applied to text messages within all mobile networks in Israel.

To order your mobile phone and additional services, please complete the secure online order form at www.israelphones.com/netivotibc.htm or complete the enclosed order form and return it by fax, at least 14 days prior to your arrival in Israel. To receive your assigned Israeli mobile number 1-3 business days in advance of departure, log on to www.israelphones.com, select "What's My Number" and insert your confirmation number.. Your local number will be sent via email once your phone is delivered. If you have any further questions about your mobile phone rental, please call the *IsraelPhones* office toll free from Australia 1-800-148-483 or email info@israelphones.com.

IsraelPhones Order Form

Participants Name:	Arrival Date: <input type="text"/> / <input type="text"/> / <input type="text"/> MM/DD/YY
Program Name:	Estimated Departure Date: <input type="text"/> / <input type="text"/> / <input type="text"/> MM/DD/YY

Your phone will be delivered to your program upon your group arrival. If you are not arriving with the group, please contact our Customer Service Department once you receive your email confirmation in order to update your delivery information.

Rental Details:
Mobile Phone rental (including insurance) at \$10 per month: YES NO
SIM Card Only rental at \$4 per month: YES NO

Insurance covers normal damage to your handset (water and/or extreme damage are not covered). Deductible on first insurance claims outside of covered damage and for lost/stolen phones is \$100 and each subsequent claim is \$175, plus shipping for replacement phone. The replacement charge on non-insured phones is \$250.

Calling Rates (in USD, not including 15.5% VAT)	
Incoming Calls	Free
Calls to all IsraelPhones customers in your network	1,000 minutes free per month!
Calls within your mobile network and to landline phones in Israel	11¢/min
Calls outside your mobile network in Israel	19¢/min
Text messages within/outside your cellular network in Israel	10¢/14¢each
Calls to one designated landline number in Australia or New Zealand	16¢/min
Calls to Australia or New Zealand other than the "home" number	26¢/min to landlines and 47¢/min to mobile phones
Text messages to International destinations	24¢ each

Local Number Plan For Australian participants: Please add a **local Australian number** from my home city that rings on my Israeli cellular phone. I understand that there is an additional fee of \$6 per month for this service and that incoming calls using this plan will be billed by IsraelPhones at the rate of 14.9 cents per minute. YES NO

SMS Bucket Option: 100 text messages for \$9 or 200 local text messages for \$14. Please note this is for local text messages to all cellular networks in Israel only. 100 text messages 200 text messages

Billing Information:
 Name as it appears on the credit card _____
 Street _____
 City _____ State _____ Country _____ Zip _____
 Home Number _____ Work Number _____ Cell Number _____
 Discounted "home" number if different than above _____
 Email address for itemized bill
 Credit Card (Visa/MC/Amex) Expiration Date
 By signing this form I indicate that I have read and accept the terms and conditions of IsraelPhones as detailed at www.israelphones.com, call IsraelPhones for a faxed copy.
 Signature _____

Fax this completed order form to

Australia: 1-800-076-112
Israel: 972-8-9181133

Or order online at:
www.israelphones.com/netivotibc.htm

Use of your phone outside of Israel, roaming off the cellular network and or calls placed via the incorrect local or international access numbers will result in a higher per-minute charge. All calls placed from your phone are the responsibility of the customer until the phone is returned to the IsraelPhones office or reported lost/stolen to IsraelPhones and the cellular carrier. Calls to voicemail are billed as regular airtime and outgoing text messages are never free. Internet usage via your cellular phone is charged at \$7/MB (for GPRS usage) or \$56/MB (for WAP usage.) Please contact our customer service for more information. Please note that iPhone/Wifi users may accrue unforeseen high internet charges from data service suppliers for accessing the internet. An itemized bill will be sent to the email address on file. It is the customer's responsibility to update IsraelPhones of a change in email address, and inform IsraelPhones of failure to receive an itemized bill. If you do not receive the designated international discounted number credit, you must inform IsraelPhones within 30 days of the end of the current billing cycle to receive a retroactive credit. All bills will be considered final and correct unless reported to IsraelPhones within 30 days of the end of the current billing cycle. A \$175 refundable deposit will be taken on your credit card upon receipt of this order for the duration of the rental. By signing this form, renter agrees to all the terms and conditions of the rental agreement. Renter authorizes the above credit card to be charged for all bills resulting from this rental. IsraelPhones shall be allowed to raise the rates and rental fees listed above in the event that the US Dollar/NIS exchange rate changes by 5% or more, regardless of whether payment is made in NIS or US Dollars.