

GROUP SIM TERMS AND CONDITIONS

1. **Basic SIM card rental inclusions:** SIM card rental fees are \$3.99 (USD) day, plus tax only if you reside in New York. This fee includes:
 - unlimited 4G, high-speed network data capability up to 30 GB
 - unlimited calling (incoming and outgoing) within Israel
 - unlimited calling to the U.S. and Canada (both landlines and mobile)
 - texting within Israel and outgoing texts to the U.S. and Canada
2. **Basic flip phone rental inclusions:** Flip Phone rental fees are \$3.99 (USD) day, plus tax only if you reside in New York. This fee includes:
 - unlimited calling within Israel
 - unlimited calling to the U.S. and Canada
 - unlimited texting within Israel.
 - Additional \$.50 per day damage insurance highly recommended
3. **Unlocked phone for SIM card use:** You understand and confirm that your phone is unlocked so your Group SIM card will work. Unless we are first notified, we do not offer any refunds if - after receiving your SIM card, you find that your phone is locked.
4. **Rental Exclusions:**
 - Incoming international texts are not viable with Israel SIM cards or flip phones – unless the caller pays for an international text to your Israel number: 001 + 972 + your phone number. We recommend they use WhatsApp Viber, email, or iMessages.
 - Calling to other countries outside of the U.S. and Canada will incur additional charges of \$.25 - \$1.50 per minute, depending on the country you are calling.
 - All voice calls, web browsing, text messaging, and other services used *while not in Israel* (such as at airports during layovers), are NOT INCLUDED in your phone rental. These additional fees will be charged to your credit card on file, plus a \$10 penalty fee.
5. **Calling the U.S.:** When calling the US or Canada, you must use prefix “001” or +1. Any other prefixes will utilize different networks and cannot be used on Israel SIM Connect phones. The price per minute for using any other prefix can incur fees between \$.25 - \$1.50 per minute.
6. **U.S. Phone Number Upgrade:** You can add on a U.S. phone number to either your SIM card or flip phone for \$1 per day (enabling US callers to call you in Israel without incurring international phone call charges).
7. **Keep and Reuse SIM card option:** There is an additional option to keep the SIM card for a one-time \$10.00 fee. However, this must be activated at a minimum once a year or the number will be revoked.
8. **Shipping to customer:** There are three shipping options: \$6 for first-class USPS mail (allow two weeks), \$10 for express mail (two business days), and a group of ten or more SIM cards shipped to one address for free. SIM cards are shipped only on Monday thru Friday from 10AM- 4:30PM (no shipping on national holidays,

Jewish holidays, or emergencies). Group SIM aims to have you receive your SIM card packet one week prior to your departure date. If you need the package earlier, you must notify customer service. If your order was placed over ten days prior to your departure date, and you do not receive it within three business days of your departure date, please contact customer service immediately so they can express you a new package. There are no guarantees of delivery if contact is less than three days prior to departure.

9. **Return shipping (flip phone only):** A Return SIM card shipping label and kit will cost \$6.00, or you can receive free shipping for ten or more flip phones shipped back in one package.
10. **Lost, stolen, or damaged flip phones:** \$100 replacement fee
11. **Cancellation policy:** If you reserve a SIM card and then cancel your order, Group SIM reserves the right to charge a \$30 cancellation fee, (\$36 USD if the card has already shipped from our office). This will be charged to your credit card we have on file.
12. **Refunds:** If you experience any technical difficulties with your SIM card, please call Customer Service immediately. If the problem is not resolvable and you decide you want to cancel your service while you are in Israel, a refund will be issued from the date you called Customer Service.

CUSTOMER SERVICE: 1+ (212) 300-5474