

## **AutoTel Guidebook**

### **Welcome to AutoTel**

What is AutoTel?

The AutoTel service offers an innovative, convenient and money-saving alternative to owning a car. Instead of using your own car for driving in the city, you can use a vehicle from our car sharing fleet for short or mid-length trips, whenever you like. More and more people are sharing vehicles and using them only when they need to. It's simple, convenient and totally worth it.

### **So how does it work?**

You pay a monthly subscription fee and the cost of the trip on a per minute basis and you get:

- An available vehicle that is close by whenever you need it
- Reserved parking spaces throughout Tel Aviv-Jaffa
- Convenient access to a car without having to worry about maintenance, gas or insurance.

5 important things to keep in mind before you get started:

- Sign up for the service and download the AutoTel mobile app
- Locate a vehicle
- Drive wherever you like (you can even make a stopover)
- Park the car in a dedicated parking spot or any blue-and-white space in Tel Aviv.
- When you finish your trip, lock the car and continue on your way.

For more information, please contact us by email at: [info@autotel.co.il](mailto:info@autotel.co.il)

Or call our customer service center at \*9133

\*During the pilot period, the customer service center will operate on a limited schedule.

### Before You Drive:

1. Download the AutoTel mobile app
2. Pick a car  
In the app, you'll be able to see all of the vehicles available at any given time – both in reserved AutoTel parking spots and in blue-and-white spots. As registered users of the service, you'll be able to choose from any of the available vehicles.
3. Reserve a car  
Click on the vehicle or the parking spot in the app and you'll be transferred to a screen with more details where you'll be able to put a hold on the car you've selected for a period of 15 minutes, free of charge! Reserving a vehicle for more than 15 minutes requires a per-minute payment of 50% of the cost of driving the vehicle.
4. Go to the car  
Can't remember which street is King George and which is Dizengoff? No worries. The app will direct you to the car you've selected.
5. Get in the car  
To open the doors either place your smartcard on the windshield or click on the button that says, "I've reached the vehicle" in the app. Once you reach the vehicle, you have five minutes to check the car for damage.

#### \*Be spontaneous! – Self Service Trips

Notice an AutoTel car parked nearby and feeling like a joy ride? We get it. Just place your smartcard on the windshield and if the car isn't reserved, the service light will flash green and the doors will unlock. To start driving you'll be asked to enter the 4-digit PIN that you selected when you signed up.

\*During the pilot phase, the self-service trip feature will not be available and vehicle reservation will be possible only via the app or on our website.

## **Reporting Damage**

### **Perform the Damage Check**

Before you start the car, perform a thorough damage check. Each of our vehicles contains a binder with a damage report that will show all existing damage to the vehicles.

\*Very soon, we will have an innovative damage report feature in the mobile app and the multimedia system installed in each of our vehicles.

## **Report the Damage**

In the event that the vehicle is dirty or you find any new damage or run into any issues at all, please contact the AutoTel customer service center before you start the ignition.

## **Your cooperation is important to us**

When it comes to any issue or problem that might arise, your cooperation is very important to us in order to allow us to handle repairs and improve our service. Remember, you're our eyes and ears out in the field and we trust you to check the cars carefully and thoroughly – just like you would if it were your car.

**Keep in mind! Starting the car without making a report is a declaration on your part that there is no new damage to the vehicle.**

## **During the ride**

In order to improve the ease of use and the driving experience, a number of technological features have been installed in the vehicles to make the process pleasant and easy.

### **Stops**

Running a bunch of errands? No worries. Just park, click the “stopover” button and do what you need to do. When you’re done, head back to your vehicle. Keep in mind – during stopovers, you will pay 50% of the cost of a regular minute of vehicle usage.

### **Waze**

The app is already installed in the system. Just enter your destination and get going.

### **Pango**

In the event that your trip includes a stopover outside of Tel Aviv, keep in mind that each of our vehicles is subscribed to Pango’s parking service. Just call them to pay for parking wherever you are. Remember to park legally and according to all posted parking regulations.

\*Soon you’ll be able to operate Pango directly from the car’s multimedia system.

### **Bluetooth**

You can stay connected, make calls and still keep your eyes on the road using our handy Bluetooth feature.

### **Great Customer Service, At Your Fingertips**

Just press the button on the screen and within seconds you’ll be put in touch with a customer service representative through the vehicle’s speakers. We’re available 24/7.

\*The service will not be available at all times during the pilot.

## **Parking**

### **Parking Spots**

In order to make sure that don't have to spend time looking for parking, we've reserved parking spots just for AutoTel throughout the city.

### **Park Without Worry**

All the AutoTel spots occupied? No worries. You can park in any blue-and-white spot you find in the city.

### **Get Directions to Parking**

Done with your drive and need a place to put the car? Just press the "Parking Navigation" button in the app or in the car's multimedia system and Waze will take you where you need to go.

### **End Your Trip**

Done with the car? Remember to press the "End Trip" button. Pressing the button stops the clock and releases the vehicle for other drivers to reserve.

### **Before you leave the vehicle, remember to:**

- **Press the "End Trip" button when you're done**
- **Remove the key from the ignition**
- **Check that you haven't left anything in the vehicle**
- **Fold the mirrors**
- **Lock the doors**

Important things to remember

### **Accidents**

- Did you scrape the bumper while pulling out of the parking spot? Did someone rear-end you? These things happen, don't worry! Just contact our customer service center and a representative will tell you what to do, step by step.
- Also, each car contains a vehicle accident report form, which you can fill out with the information of any other involved party, and we'll take care of the rest.
- Remember – make sure you submit the accident report form within 24 hours, either by email or in person, at our offices.
- Photos are important – in order to make sure we have as much information as possible, try to take pictures of any damage and send them to us as well.

### **Collision Damage Waiver Insurance**

In the event that the vehicle requires repairs, you will be charged the deductible of up to 2,000 NIS. In order to avoid that, we offer collision damage waiver insurance for just 99 NIS per month.

For details and to sign up, visit our website, check the app on your phone or call us at \*9133.

### **Cancellation Policy**

In order to make sure that our vehicles are available for all our customers, we've set up a cancellation policy in an effort to limit last minute cancellations. Each subscriber is permitted to cancel up to twice every year, free of charge. Starting with the third cancellation, you will be charged.

### **Sharing Values**

- Car sharing requires cooperation both on our part and on the part of our customers, as well as from one customer to another.
- Our operations team takes care of making sure that vehicles are clean and gas tanks are full, to let you enjoy your drive without worrying.
- We trust you to take care of the cars and return them just as you received them so that the next customer can enjoy their trip too.

\*You can find the full price list in the subscription packet.

Contact us:

**Visit our homepage:**  
**AUTOTEL.CO.IL**

Our customer service representatives are available 24/7 at \*9133

**Changes and Updates to Our User Guide and Price List**

AutoTel reserves the right to make corrections and changes to its rules and regulations and price list from time to time. In the event that changes are implemented, an update will be sent by email to all AutoTel subscribers, including details regarding all of the changes that have been made, within 14 days of the change. Also, all changes will be published on our website.

**Validity**

The rules and regulations will remain valid even in the event that one or more conditions are found to be illegal, unenforceable or invalid. In the event that a specific regulation is found to be illegal, it will be repealed.

Service Pointers

### **Damage Checks and Reports**

Arrived at your vehicle? Check for damage as carefully and thoroughly as you would if it were your own personal car.

### **Conscientious Parking**

Park in one of the reserved AutoTel parking spots throughout the city. Can't find one? No worries – you can park in any blue and white spot.

### **Tidy Up**

Done with your trip? Make sure to leave the car as clean as you found it so that the next person can enjoy their ride too.

### **Fold the Mirrors**

Make sure to fold the car's mirrors before leaving the vehicle to avoid unnecessary damage.

### **Finishing Your Trip**

Make sure to press the "End Trip" button in order to stop the clock and release the vehicle for other people to use after you.

## **5 "Never-Evers"**

### **Smoking in the Vehicle**

All of our vehicles are smoke-free. Smoking is absolutely prohibited in the AutoTel vehicles.

### **Animals/Pets**

Animals are not permitted within the vehicles.

### **Public Transportation Lanes**

It is prohibited to drive the vehicles in public transportation lanes. Please make sure to stay in regular lanes and avoid costly fines.

### **Parking in an area without 24/7 access**

Parking in private lots, paid lots or anywhere that is not open to the public 24/7 is prohibited.

**Honesty and Cooperation**

Submitting false reports or failure to submit a report, transferring your smart card to any other person who is not a subscriber and the use of the vehicle by anyone who is not a subscriber are all serious breaches of the terms of use.