

## Appendix - recording service

Addendum to this Lead Subscription Agreement applies to customer purchases and use of Leader Services.

If Customer signs up for a free trial of the Leader Service or free services, the applicable provisions of this Agreement will also apply to that free trial or free services.

By accepting this agreement, by completing an order form which (1) refers to this agreement (2) requires a check box for approval, the customer agrees to the terms of this agreement. If the individual accepts this agreement he accepts it on behalf of a company, business or other legal entity. Such individual represents that he has the authority to bind the Company and its affiliates to the terms and conditions in which case the term "Customer" refers to such entity and its affiliates. If the individual accepting this Agreement does not have such authority, or does not agree with these terms and conditions, such individual must not accept this Agreement and may not use the Services.

Affiliates are any entity that directly or indirectly controls or is controlled in relation to the customer.

This agreement was last updated on February 2, 2020. It is effective between customers and Leader starting from the date of the customer's acceptance of this agreement.

in honor of,

Leader (hereinafter: "Service Provider and/or Leader and/or Media Vision ").

We would like to rent software/system services from your company that allows recording of calls through an IVR system in accordance with the terms of service as detailed below:

1. The service will be provided in accordance with the "MASTER SUBSCRIPTION AGREEMENT"
2. We know and we fully understand the terms of the law and the meaning of recording a conversation without the permission of at least one of the parties to the conversation, which constitutes illegal eavesdropping as defined in the Wiretapping Law, (hereinafter: "Wiretapping Law")
3. We are also aware of and we fully understand the terms of the law and the meaning of the law in relation to the management and maintenance of a database  
As it means in the Privacy Protection Law, - (hereinafter: the "Privacy Protection Law") and we undertake that the recorded content will not constitute a database that requires registration as stated in the law and/or a violation of the law in any way.
4. Relying on what is stated in section 2 and 3 above, we undertake that the use of the system provided by your company, and in particular the activation of the call recording services through the system, which will be done by us and/or someone on our behalf and/or someone from our employees and/or someone from our customers and / or the recipients of the service on our behalf, will do so only in accordance with the law and/or the law and will not constitute in any way and/or manner a violation of the law and/or other laws and in particular the wiretapping law and/or the privacy protection law and/or will constitute a database that requires such registration in the privacy protection law.
5. We declare that we received appropriate advice from legal authorities prior to operating the service who confirmed that the manner in which the service is operated by us and/or by someone on our behalf, is legal and does not in any way or manner constitute a violation of the law and/or the law and conforms to the terms of this appendix.
6. We undertake to have our clients and/or the recipients of the service on our behalf sign appropriate documents for the purpose of ensuring the legal use of the recording service. It is clarified that what is stated in this section does not detract from our company's responsibility towards Leader as specified in this appendix.
7. Also, we know that illegal use of the recording system, whether it is done by our company and/or someone on our behalf and/or one of our customers and/or service recipients on our behalf, will constitute a fundamental violation of the contract agreement with Leader and accordingly Leader will be entitled Upon becoming aware of the violation, disconnect the service immediately and without any prior warning. Leader undertakes to give an immediate notice to the customer regarding the disconnection of the service.
8. We undertake an irrevocable obligation to indemnify and/or compensate Leader, for any demand and/or claim as  
which will be filed against it due to illegal use of the system operation and in particular illegal wiretapping as defined in the wiretapping law, the 1940s and/or violation of the privacy protection law which includes managing a database and/or violation of any law, which will be carried out by our company and/or Who

on our behalf and/or our customers and/or the recipients of the service on our behalf, including compensation for all expenses and damages that will be caused to the leader either directly or indirectly due to the illegal use of the service, without prejudice to any claim and/or right of action that is available to the leader by virtue of any law.

9. In addition, we declare that we are aware that the system does not meet the accepted and/or required standards regarding the security of classified and/or confidential information and therefore, we undertake not to record sensitive content as stated in the Privacy Protection Law. It is clarified and agreed that the recording of sensitive information will constitute a fundamental violation of the agreement and will provoke an immediate disconnection of the service. It is further clarified that Leader will not have any responsibility towards the customer and/or third parties in relation to the security of the aforementioned information. The customer irrevocably waives any claim and/or claim against Leader in relation to information security and undertakes to indemnify and/or compensate Leader for any demand and/or claim on behalf of third parties to the extent that it is filed against it in relation to such information security and this without detracting from any claim and/or A right to sue that is available to the leader by virtue of any law.

10. It is clarified and agreed that Leader will not be responsible to the customer and/or anyone on his behalf and/or any of his customers in relation to proving the existence of the recording of the calls and/or the content of the recordings and/or the quality of the recording and/or the backup of the recording and the customer and/or his representative hereby waives Irrevocable for any claim and/or claim against Leader in relation to the aforementioned and undertakes to indemnify and/or compensate Leader for any demand and/or claim to the extent that it is filed against it on behalf of third parties and this without detracting from any claim and/or right of claim that Leader has by virtue of any law .

11. It is further clarified and agreed that Leader will not be a party to litigation and/or business and/or legal and/or other disputes between the customer and/or anyone on his behalf and third parties at all that this depends on the customer.

12. With reference to sections 11, 10, 9, 8, it is clarified and agreed that Leader will not act on any matter referred to it and related to the customer without informing the customer, and it undertakes to forward any request and/or demand and/or claim related to the customer within a reasonable time and wait to receive the customer's position A period of 7 days from the date of receipt of the documents by the client. It is further clarified and agreed that failure to respond on time and/or providing an answer that is irrelevant and/or contradicts this appendix and/or the customer's engagement agreement with Leader will allow Leader to act independently and as it sees fit.

13. Call recordings may be kept for years, but Leader undertakes to keep recordings for at least 3 months only and does not undertake to keep call recordings beyond this period of time. It is clarified and agreed that at the end of the time period and/or at the end of the contract with your company for any reason whatsoever, Leader will not be obligated to save the data and/or recordings and your company will be given the option to save the recording(s) on its computers.

14. It is further clarified and agreed that to the extent that the contract is terminated by Leader due to the violation of the contract agreement and/or the appendix to the agreement, your company will be given a 3-day notice for the purpose of saving relevant data that does not constitute a violation of the law as stated in the contract appendix.

15. This appendix does not replace and/or detract from what is stated in the general engagement agreement and only adds to it.