Who to turn to in case of a TV\Cable (yes)\Internet problem?

Cable (YES)

The YES (satellite) package includes all channels except for premium and HD channels. A detailed list can be found in the common room and in the dorms office.

In case of any problem with the cable service, contact the YES call center by dialing *2080. You will then be asked to dial your ID number; instead, press #. The system will recognize this as a mishap and will ask for your ID number again. After pressing # two more times (a total of three times), you will be transferred to a customer service representative.

Give the representative the number of the card inside the cable box (a nine figure number, starts with 01 or 02) in order to identify your box.
For your information, if it turns out that it is not possible to fix the problem by phone, the representative will send a technician to your apartment in a time of your choice. Be sure to be present at the date and time determined.

Internet

The maximum speed of the internet package installed in every apartment is 5Mb.
In a case of any problem with the internet connection, call the NETVISION\CELLCOME call center by dialing 1800-821-821. Choose your preferred language and press the figure 2.
In order to receive service you will be asked to dial your customer number which is 287586047; then press 2 again. You will be now transferred to a customer service representative. Inform the representative that you are a resident of Milman\Brodetsky dorms and state your room number.
For your information, if it turns out that it is not possible to fix the problem by phone, the representative will send a technician to your apartment in a time of your choice. Be sure to be present at the date and time determined.

Television

If you are unable to operate the television (not the cable), inform the guard at the entrance as soon as possible. Give the guard your name, you room number, the nature of the problem and your phone number. The complaint will be transferred to the dorms offices\the security officer.