



Terms & Conditions

1. The **Claro en LíneaSM** service provided by **Claro Enterprise Solutions, LLC** consists of receiving payments sent by the sponsors from the United States and applying them to the account of the sponsored party in Claro Guatemala. Therefore, **Claro Enterprise Solutions'** responsibility begins upon receiving payment from a sponsor in the United States and concludes when applied to the sponsored party's account in Claro, Guatemala.
 2. This service has no subscription fee or monthly rent. However, there is a \$2.00 USD commission fee for each payment applied. This commission will be automatically deducted from your payment. However, if the payment is equal to or greater than \$100.00 USD and is for paying a single Claro Guatemala account, this commission will not be charged. Payments equal to or less than \$2.00 USD will not be processed, and it will be necessary to contact our Customer Service Center to request a refund.
 3. The subscription **Claro en LíneaSM** service will always be active. **Claro Enterprise Solutions** will stop sending correspondence to the sponsor of this service if no payment is received for 6 consecutive months. However, after receiving a payment after this period, Claro Enterprise Solutions will reactivate the correspondence.
 4. The sponsor in the United States may cancel the **Claro en LíneaSM** service at any time at no cost by calling the Customer Service Center at **1-800-275-1259**, 24 hours a day, every day of the year.
 5. Payments are applied to the Claro Guatemala within 24 hours from the receipt of payment by **Claro Enterprise Solutions**.
 6. **Claro Enterprise Solutions** will convert the payments received from the sponsor in the United States into Guatemalan quetzals, using the Guatemalan Quetzal-Dollar exchange rate of the day established by Claro Guatemala, for USD payments.
 7. There are no refunds for payments made in the United States once they are applied in Claro Guatemala.
 8. Payments made with credit card, that did not clear and/or cannot be collected by **Claro Enterprise Solutions** will not be applied to the account in Claro Guatemala. If the payment has already been applied, an adjustment will be made to the sponsored account.
 9. If a payment sent by a sponsor in the United States does not contain complete data and cannot be applied correctly in favor of the sponsored party in Guatemala, the following steps will be taken:
 - a. **Claro Enterprise Solutions** will attempt to contact the sponsor in the United States through any available means to identify the correct destination of the payment.
 - b. If the issue persists in applying the payment in Claro Guatemala, the full amount will be refunded to the sponsor in the United States.
 - c. If there is insufficient information to refund the payment to the sponsor in the United States, we will wait for them to contact our Customer Service Center by dialing **1-800-275-1259**, 24 hours a day, every day of the year, to apply the payment correctly.
- Note:** This procedure does not apply to payments equal to or less than \$2.00 USD in accordance with the established policy mentioned in point #2.
10. If the payment from the sponsor in the United States does not cover the total balance owed to Claro Guatemala, the sponsored individual will remain responsible for covering the remaining balance 100% for the usage charges generated by using the Claro Guatemala account.
 11. Any technical failure or problem with the account operation must be reported at the Claro Guatemala Customer Service Center by dialing *1 or 147-100 from an account in Guatemala. Any other matter related to the account must be handled similarly.
 12. If the sponsor needs to notify us of a change of address or telephone number in the United States, they can call our Customer Service Center at **1-800-275-1259**, 24 hours a day, every day of the year or use our website: www.telmxusa.com to send the notification.
 13. By participating in this service, you agree that we may contact you using your contact information listed in our records, including your email address and telephone number(s). You authorize **Claro Enterprise Solutions** or any affiliates and agents performing services on our behalf to contact you using any phone number(s) (including any wireless, mobile or VOIP number) and email addresses you provide to **Claro Enterprise Solutions**. Additionally, you expressly consent to receive calls (even if the number called is on state or federal do-not-call registries), text messages and electronic correspondence from **Claro Enterprise Solutions** or any affiliates or agents performing services on our behalf. You consent to receiving calls (even if the number called is on state or federal do-not-call registries), text messages and electronic correspondence: (1) to notify you about any of your accounts, and about other services or products offered by **Claro Enterprise Solutions** or its affiliates; (2) to provide you with transaction notifications and other similar messages; or (3) as otherwise necessary to service your accounts, services, or other products. If you have provided a wireless telephone number(s) on or in connection with any account, you represent and agree you are the wireless subscriber or customary user with respect to the wireless telephone number(s) provided and have the authority to give this consent. Furthermore, you agree to notify us of any change to the wireless telephone number(s) which you have provided to us. You are responsible for charges for incoming text messages or calls on your wireless phone(s). If you do not want to receive text communications from us or any affiliates or agents performing services on our behalf via automated telephone systems or recorded messages, you may make such a request: (a) with respect to text messages, by replying "STOP"; and/or (b) with respect to all other communications, by utilizing the "Unsubscribe" link on electronic mail, or by writing to email: Legal@USClaro.com. Please allow 30 days for your request to be honored. Your consent to receive marketing communications from **Claro Enterprise Solutions** or any affiliates or agents performing services on our behalf is not required for any purchase. Your consent outlined in this paragraph survives termination of the services. All messages will be delivered in accordance with these Terms and Conditions and our Privacy Policy.