

México en LíneaSM

Terms & Conditions

1. The **México 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 telephone line of the sponsored telephone line in Telmex México. Therefore, the responsibility of Claro Enterprise Solutions begins when it receives the payment from a sponsor in the United States and ends until it is applied to the sponsored telephone line in Telmex, Mexico.
 2. The service has no subscription or monthly fee; however, there is a \$2.00 dollars commission fee for each applied payment. This commission fee will be automatically deducted from the payment; this commission fee will not be charged if the payment is equal to or greater than \$100.00 dollars and is intended for a single Telmex México phone line. Payments equal to or less than \$2.00 dollars will not be processed, and it will be necessary to contact our Customer Service Center to request a refund.
 3. The subscription **México en LíneaSM** service will always be valid. Claro Enterprise Solutions will stop sending correspondence to the sponsor of this service if the sponsor does not send at least one payment in six consecutive months. In any case, when receiving payment after this period, Claro Enterprise Solutions will resume the monthly correspondence.
 4. The sponsor in the United States may cancel the **México en LíneaSM** service at any time without cost by calling the Customer Service Center at **1-800-290-1649**, Monday through Saturday, from 7:00 am to 7:00 pm Pacific Standard Time or at **1-800-274-2052**, 24 hours a day, every day of the year.
 5. Payments are applied to the Telmex México telephone line no later than 24 hours from receipt of payment by Claro Enterprise Solutions.
 6. Claro Enterprise Solutions will apply in Telmex México the received payments from the United States sponsor in pesos, using the Peso-Dollar exchange rate of the day the payment is applied in Telmex México, the same as that of Telefónica de México, S.A.B. de C.V., establishes for payment in dollars.
 7. There are no refunds for payments made in the United States once they are applied in Telmex México.
 8. Check or Money Order payments made by the sponsor in the United States that did not clear and were not collected by Claro Enterprise Solutions will not be applied to the telephone line in Telmex México. If the payment has already been applied, an adjustment will be made to the sponsored telephone line.
 9. If the payment sent by a sponsor in the United States does not contain complete information and prevents the payment from being appropriately applied to the sponsored account in México, the following will be followed:
 - a. Claro Enterprise Solutions will try to contact the sponsor in the United States by any means available to identify the correct information for the payment.
 - b. If the problem persists and the payment cannot be applied in Telmex México, the total amount will be returned to the United States sponsor.
 - c. Suppose Claro Enterprise Solutions does not have enough information to return the payment to the sponsor in the United States. In that case, we will wait for the sponsor to contact our Customer Service Center at **1-800-290-1649**, Monday through Saturday, from 7:00 am to 7:00 pm Pacific Standard Time or at **1-800-274-2052**, 24 hours a day, every day of the year.
- Note:** This does not apply to payments equal to or less than \$2.00 dollars, according to the established policy mentioned in point #2.
10. Suppose the payment sent by the sponsor in the United States does not cover 100% of the balance owed in Telmex México. In that case, the sponsored party will continue to be responsible for covering 100% of the bill generated by the telephone service in Telmex México.
 11. Any technical failure or problem with the telephone service operation must be reported at the Telmex México Customer Service Center, dialing 050 from a telephone in México. Any other matter relating to the line must be processed the same way.
 12. To report a change of address or telephone number in the United States, please call our Customer Service Center by dialing **1-800-290-1649**, Monday through Saturday, from 7:00 am to 7:00 pm Pacific time, or at **1-800-274-2052**, 24 hours a day, every day of the year or visit our page: www.telmexusa.com to send notification.