

Terms & Conditions

1) The service "Mexico en Linea" provided by TELMEX USA entails: receipt of payment from Sponsors in the U.S. and crediting of this amount to the Sponsored account in Mexico. Therefore, TELMEX USA's responsibilities begin upon TELMEX USA's receipt of Sponsor's payment, and end at the moment this amount is credited to the Sponsored account in Mexico.

2) This service has no subscription nor monthly service fee, however, there is a \$2.00 dlls commission charged per payment. This commission will be automatically deducted of your payment (Commission fee does not apply for payments equal/over \$100.00 dlls if it is to be applied to a single phone account).

If your payment is by Check or Money Order and is equal or less than \$2.00 dlls, it WILL NOT BE PROCESSED. You will need to call our Customer Service Center for payment return).

If your payment is by Credit/Debit Card, there is a minimum of \$21.00 dlls (commission fee included) for payment to be process.

3) In order to maintain this service, the U.S. Sponsor should send at least one payment per month. If no payment is received during four (4) consecutive months, the Sponsor's enrollment in "Mexico en Linea" will be **inactivated**, but if we received a payment in a future, subscription will be **reactivated** and we will send again information of our company.

4) The U.S. Sponsor may cancel the service "Mexico en Linea" at any time without cost or penalty by calling 1-800-295-6702, Monday through Saturday, from 7am to 7pm PST.

5) All Sponsorship payments are credited to their respective accounts in Mexico no later than 2 days after being received by TELMEX USA.

6) TELMEX USA will credit payments from U.S. Sponsors to their corresponding Mexican accounts in pesos, using the peso-dollar exchange rate effective the same day the credit is applied in Mexico. This exchange rate will be the same as that used by Teléfonos de México, S.A. de C.V. (Telmex) for all payments in dollars.

7) Refunds are not available for Sponsorship payments made in the United States once these have been applied in Mexico.

8) Bad checks or money orders or payments which are otherwise impossible to liquidate by TELMEX USA will not be applied in Mexico. In the event that such a payment has already been applied to an account in Mexico, this account will be adjusted immediately.

9) In the event that a Sponsor's payment is received without complete information and is therefore impossible to credit in favor of a Mexican account, the following process will ensue:

a) TELMEX USA will contact Sponsor to try to identify correct payment destination.

b) If payment is not applicable in Mexico, TELMEX USA will return the amount in full to the Sponsor.

c) If Sponsor's return address is not available, payment will be held by TELMEX USA until the Sponsor contacts our Customer Service Center at 1-800-295-6702 and provides TELMEX USA with the necessary information for payment return or application.

10) If payments sent by a U.S. Sponsor do not cover 100% of the monthly telephone charges on the Sponsored Mexican account, then the principal user of the account will be held responsible for payment of the outstanding balance.

11) All technical or service-related problems should be reported to a TELMEX Customer Service Center in Mexico by dialing "050" from any Mexican telephone.

12) If the Sponsored account does not subscribe to TELMEX-LADA long distance service, then all U.S. Sponsorship payments in favor of that account will only be applied toward local service charges. In order to acquire TELMEX-LADA service for an account, the principal user of the account must submit a request by calling, in Mexico, 01-800-123-2123.

13) To report a change of address or telephone number in the United States, please use the backside of the remittance stub included in our monthly mailing, by e-mail to: customerservice@telmexusa.com or by calling our Customer Service Center at 1-800-295-6702 Monday through Saturday, from 7am to 7pm PST.