

Claro en LíneaSM

Terms & Conditions

1. The **Claro en LíneaSM** service provided by Telmex USA entails receipt of payments from sponsors in the United States and crediting of this amount to the sponsor's account in Claro Guatemala. Therefore, Telmex USA's responsibilities begins upon Telmex USA's receipt of sponsor's payments, and ends at the moment this amount is credited to the sponsored account in Claro Guatemala.
2. There is no subscription fee nor monthly fee for our service, however, there is a \$2.00 dollars commission fee charged per payment. This fee will be automatically deducted from your payment, but if the payment is equal to or greater than \$100.00 dollars and is intended for a single account in Claro Guatemala, this fee does not apply.
3. In order to maintain this service, the sponsor in the United States should send at least one payment per month. If no payment is received during four consecutive months, the sponsor's enrollment in **Claro en LíneaSM** will be inactivated, but if we receive a payment in the future, the subscription will be reactivated and we will send again information of our company.
4. The sponsor in the United States may cancel the **Claro en LíneaSM** service at any time without cost or penalty by calling **1-800-275-1259**, Monday to Saturday, from 7:00 am to 7:00 pm Pacific Standard Time.
5. All sponsorship payments will be applied to the account in Claro Guatemala no later than 24 hours from reception by Telmex USA.
6. Telmex USA will credit payments from sponsors in the United States to their corresponding accounts in Claro Guatemala in quetzals, using the Quetzal-Dollar exchange rate effective the same day the credit is applied in Claro Guatemala. This exchange rate will be the same as that used by Telmex USA, L.L.C. for all payments in dollars.
7. Refunds are not available for sponsorship payments made in the United States, once these have been applied in Claro Guatemala.
8. Any payments which are impossible to collect by Telmex USA, will not be applied in Claro Guatemala. In the event that such a payment has already been applied to an account in Claro Guatemala, 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 an account in Claro Guatemala, the following process will ensure:
 - a. Telmex USA will try to contact the sponsor in the United States by any means to identify the correct payment destination.
 - b. If the payment is not applicable in Claro Guatemala, Telmex USA will return the full amount to the sponsor in the United States.
 - c. If the sponsor's return address is not available, the payment will be held by Telmex USA until the sponsor contacts our Customer Service Department at **1-800-275-1259**, and provides Telmex USA with the necessary information for the payment return or for its correct application.
10. If payments sent by a sponsor in the United States do not cover 100% of the monthly charges on the sponsored Claro Guatemala account, then the end user of the account will be held responsible for payment of the outstanding balance in Claro Guatemala.
11. All technical or service-related problems should be reported to a Claro Customer Service Department in Guatemala by dialing **147-100** from any Guatemalan phone. Any other service related matter should be addressed by the same way.
12. To report a change of address or telephone number in the United States, please call our Customer Service Department at **1-800-275-1259** Monday to Saturday, from 7:00 am to 7:00 pm Pacific Standard Time or by visiting our website: www.telmexusa.com to send the notification.