

México en Línea™

Terms & Conditions

1. The **México en Línea™** service provided by Telmex USA entails receipt of payments from sponsors in the United States and crediting of this amount to the sponsor's Telmex México phone line. 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 Telmex México phone line.
 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 Telmex México phone line, this fee does not apply. Payments equal to or less than \$2.00 dollars will not be processed and it will necessary to call our Customer Service Department to request a refund.
 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 **México en Línea™** 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 **México en Línea™** service at any time without cost or penalty by calling **1-800-290-1649** Monday to Saturday, from 7:00 am to 7:00 pm Pacific Standard Time.
 5. All sponsorship payments will be applied to the Telmex México phone line 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 Telmex México phone lines in pesos, using the Peso-Dollar exchange rate effective the same day the credit is applied in Telmex México. This exchange rate will be the same as that used by Teléfonos de México, S.A.B. de C.V. for all payments in dollars.
 7. Refunds are not available for sponsorship payments made in the United States, once these have been applied in Telmex México.
 8. Bad Checks or Money Orders or payments which are impossible to collect by Telmex USA, will not be applied in Telmex México. In the event that such a payment has already been applied to a Telmex México phone line, 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 Telmex México phone line, 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 Telmex México, 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 **1-800-290-1649**, and provides Telmex USA with the necessary information for the payment return or for its correct application.
- Note:** This procedure does not apply to payments equal to or less than \$2.00 dollars, as established in point #2.
10. If payments sent by a sponsor in the United States do not cover 100% of the monthly Telmex México phone bill, then the end user of the phone line will be held responsible for payment of the outstanding balance in Telmex México.
 11. All technical or service-related problems should be reported to a Telmex Customer Service Department in México by dialing **050** from any Mexican phone. Any other service related matter should be addressed by the same way.
 12. To report a change of address or phone number in the United States, please call our Customer Service Department at **1-800-290-1649** 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.