

## TELEPHONE INFORMATION

|                                                            |                                        |
|------------------------------------------------------------|----------------------------------------|
| Suite to suite:                                            | Dial suite number                      |
| Local calls:                                               | 9 + local number                       |
| Local mobile calls                                         | 9 + 044 + 984 + local mobile number    |
| National long distance mobile calls                        | 9 + 045 + area code + mobile number    |
| National long distance call                                | 9 + 01 + area code + telephone number  |
| United States and Canada long distance call                | 9 + 001 + area code + telephone number |
| United States Long Distance Collective Call                | Extension 8920                         |
| Canada Long Distance Collective Call                       | Extension 8920                         |
| Europe and rest of the world long distance collective call | Extension 8921                         |
| Hotel Call Center                                          | Extension 0                            |

Contact us for all information referring to long distance and 800 telephone number.

### IMPORTANT NOTES:

- Local numbers start the area code 984 (Playa del Carmen).
- Cancun area code is 998 and is considered a long-distance call from the Hotel
- Not all #800 telephone numbers to United States and Canada are available from Mexico.
- There is a \$10.00 Mexican pesos access fee for each local telephone call.

## TELEPHONE RATES GRAND VELAS RIVIERA MAYA

|                                   | Rates in MXN | Notes           |
|-----------------------------------|--------------|-----------------|
| Local call                        | \$10.00      | Connection free |
| Local mobile call                 | \$15.00      | Per minute      |
| National mobile call              | \$20.00      | Per minute      |
| Long distance/ National Territory | \$25.00      | Per minute      |
| Long distance/ USA                | \$50.00      | Per minute      |

|                                      |         |                 |
|--------------------------------------|---------|-----------------|
| Long distance/<br>Canada             | \$50.00 | Per minute      |
| Long distance / rest of the<br>world | \$70.00 | Per minute      |
| 01 - 800                             | \$50.00 | Connection Free |
| 001 - 800, 882, 883, 886,<br>888     | \$50.00 | Per minute      |