

Message for U.S. Citizens – Telephone System at the U.S. Consular Agency in Cochabamba is
Currently Out of Service
U.S. Embassy La Paz, Bolivia
February 25, 2013

This message informs U.S. citizens traveling to and residing in Bolivia that the telephone system at the Cochabamba Consular agency is currently out of service. Appointments for American citizen services at the agency may be made online at <http://bolivia.usembassy.gov/service.html> . Please contact the American Citizen Services Unit at Embassy, La Paz with any questions, or for emergencies at (591-2) 216-8246 between the hours of 8am to 5pm.

You can stay in touch and get Embassy updates by checking the Embassy website, found [here](#). Up-to-date information on security can also be obtained by calling 1-888-407-4747 toll-free in the United States and Canada or, for callers outside the United States and Canada, by calling the regular toll line at 1-202-501-4444. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays).

U.S. citizens are encouraged to enroll in the Smart Traveler Enrollment Program (STEP). U.S. citizens without internet access may enroll directly at the nearest U.S. Embassy or U.S. Consulate. By enrolling, U.S. citizens make it easier for the embassy/consulates to contact them in case of emergency. Stay up to date by bookmarking our Bureau of Consular Affairs website, which contains the current Travel Warnings and Travel Alerts as well as the Worldwide Caution. Follow us on Twitter and the Bureau of Consular Affairs page on Facebook, and download our free Smart Traveler iPhone App to have travel information at your fingertips.

You can contact the American Citizen Services Unit at the U.S. Embassy in La Paz, Bolivia, via e-mail at consularlapaz@state.gov or by telephone at 591-2-216-8246 during regular business hours (Monday to Friday, 8 a.m. to 5 p.m.) or 591-715-33713 after hours and on weekends. The U.S. Embassy is located at 2780 Arce Avenue in La Paz, Bolivia, and is open to the public by appointment on Monday through Thursday from 08:00 to 12:30, and Thursdays from 14:00 to 16:00. You can schedule a non-emergency appointment by visiting this website <http://bolivia.usembassy.gov/>.

The Embassy operates two Consular Agencies in the cities of Santa Cruz and Cochabamba, Bolivia. These agencies can also provide assistance to U.S. citizens. The Santa Cruz Consular Agency is located on Roque Aguilera Avenue #146 (3rd ring). You can contact the Santa Cruz Consular Agency by telephone at 591-3-351-3477, during regular business hours (Monday - Friday, 9 a.m. to 12:30 p.m. and 1:30 p.m. to 3:00 p.m.). The Cochabamba Consular Agency is located on Edificio Saal, Avenida Pando 1122, 1st Floor. You can contact the Cochabamba Consular Agency by telephone at 591-4-411-6313, during regular business hours (Monday, Tuesday and Thursday, 9 a.m. to 12:30 p.m. and Wednesday, 1:30 p.m. to 5:30 p.m.). If you wish to visit the Consular Agencies for a non-emergency matter, please schedule an appointment through this website.