911 and Service Availability Policy

Optivon complies with the FCC Requirement to provide 911 service and has the requisite direct links to the local Public Safety Answering Point (PSAP) to route 911 calls. Nonetheless, due to over-abundance of caution, we are hereby informing you that Optivon's Services (as defined in the End User License Agreement and Terms of Service) differs from telephone service offered by traditional telephone carriers. These differences include differences in how 911 calls are handled. Some of the most important differences are explained below, but you must read carefully section 18 of the End User License Agreement and Terms of Service pertaining to emergency services (911 dialing).

Service Limitations

Optivon's Services will not function if a customer loses electrical power, if the customer experiences interrupted connection to its broadband internet service, or if the customer cannot connect to Optivon's platform because of an obstruction on the customer's wide area network or local area network, such as a port blocked by the customer's internet service provider. The Services, including Optivon 911 Dialing, may not be accessible from a particular phone or other calling device if that device is not configured correctly or otherwise malfunctions. The Services are not set up to provide the autodialing functionality sometimes relied on by security systems, medical monitoring equipment, TTY equipment, etc. Customers should not rely on the Services to provide this functionality.

E911

Enhanced 911 ("E911") service is 911 service which includes automatic forwarding of location and callback information to emergency responders at a 911 answering point. Automatic forwarding of this information can assist emergency responders and can facilitate callback if a 911 call is dropped before completion. The information forwarded by the E911 system is called Automatic Location Information ("ALI") and Automatic Number Information ("ANI").

To facilitate E911 service, Optivon requires each customer to register a physical address for each calling device on the customer's PBX. The customer must provide an accurate and physical address for each device. The customer must also provide an updated address if the physical location of a device changes. The customer may notify

Optivon of changes by phone at 787-625-2737, or by e-mail at customerservices@optivon.net.

After a customer provides address information for a device, there may be some delay before automatic forwarding of ALI/ANI is enabled. Optivon will notify the customer when automatic forwarding of ALI/ANI has been enabled.

A device's registered address is the only means by which to route a E911 call to the geographically-assigned E911 answering point. Therefore, if the customer registers incorrect ALI/ANI information, E911 call routing may not function correctly. If the geographically-assigned E911 answering point is unavailable, E911 calls may be forwarded to a different 911 answering point.

Some 911 answering points are not equipped to receive ALI/ANI information. When an E911 call is directed to a 911 answering point that isn't equipped to receive ALI/ANI information, the caller will need to provide location and callback information verbally.

As with Optivon 911 Dialing generally, E911 service will not function if the Services do not function and will be inaccessible from a particular device if the Services are inaccessible from that device.

The terms of the service are described in End User License Agreement and Terms of Service.

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