



## SUBSCRIBER ACKNOWLEDGMENT REPORT

August 31, 2005

### SENT BY ECFS

Marlene H. Dortch, Commission Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW,  
Washington DC 20554

Re: WC Docket No. 04-36  
WC Docket No. 05-196

Dear Commissioner Dortch:

Following is an update on the actions taken by Optivon, Inc, to comply with the FCC VoIP E911 Order.

As requested we have:

1. Sent a letter to all our customers with the warning stickers (see exhibit A). The letter advised customers to place the sticker in the handset of the phone. The stickers indicated that E911 service was not available from their phone. Letter with the warning stickers was sent by courier. As of the morning of August 30, we have received acknowledgment from all (100%) of our customers.
2. Received affirmative acknowledgment from 75% of our customers. Our July 29, 2005 letter re-confirmed to customers that services provided by Optivon did not support E911 access to emergency services.

	Number of Customers	% of Customers
Affirmative Acknowledgment	3	75%

Received		
Customers Pending Acknowledgment	1	25%
Total Customers that received E911 letter	4	100%

We expect to receive acknowledgment from 100% of our customers.

3. Although the system allows for outbound dialing, the customer that have not sent the Acknowledgment in fact do not use our service to generate calls (only used for inbound contact center calls). However, in order to fully comply with the FCC order, we will proceed to disconnect the customer by September 28, 2005 , if by such date we have not received a reply. Until September 27, 2008 we will continue our efforts to obtain the Affirmative Acknowledgment.
4. We are not capable at this moment to perform a soft disconnect since we are not able to route 911 calls to a Public Safety Answering Point (PSAP).

If you have any question you can contact me at 787-625-2720 or send me an email at [rmorales@optivon.com](mailto:rmorales@optivon.com)

Regards,

**Rafael Morales**

Rafael Morales  
Vicepresident

cc. Luis Romero Font, President

**Exhibit A**  
**Letter Sent to Customers**



August 11, 2005

Name  
Title  
Company  
Address  
Address

RE: E911 Warning Labels

Dear (name of contact).

Recently we sent you a letter that advised you that, as established in the service agreement and terms of service, the service provided by Optivon to you does NOT support 911 or E911 access to emergency services. Optivon is working to meet the November 28, 2005 dateline for the provision of the required E911 service.

The FCC requires that we distribute to our existing subscribers warning stickers or other appropriate label warning you that the E911 service is not available.

Enclosed please find warning labels. We advise you to place the sticker in the handset of the phone that is interconnected with the VoIP service.

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We are aware that some customers have not activated the facilities of Internet Telephony. If you are one of these customers, please disregard the label included with this letter. However please remember that you always can add VoIP service if desired. You just need to call our Agents at 866-503-2626 and ask for details.

Just as a reminder, if you have not acknowledge receipt of our August 8, 2005 letter by signing and returning it by fax (813-600-1411) by August 29, 2005 the FCC requires that we disconnect your service. Feel free to call us at 866-503-2626 if you have any questions.

Optivon is committed to meeting the demands of our subscribers for E911 as well as the FCC's requirements with the same diligence and seriousness with which we have always approached this important telecommunications issue.

Sincerely yours,

Optivon, Inc.

Rafael Morales  
Vice President