



## **For Immediate Release**

Guaynabo, Puerto Rico. – June 16, 2004 – Optivon, a telecommunications company specialized in cutting-edge business tools for today's fast changing marketplace, announced the launching in Puerto Rico of the innovative service *Advanced Call Management*, the next generation in unified communications.

This service will combine call and e-mail communications with the latest telecommunications technology. Luis G. Romero, Optivon's chairman, president and chief executive officer, made the announcement today at its corporate headquarters in Guaynabo.

*"Advanced Call Management* will go a step forward to unified communications systems. It will be the first and only call management provider that incorporates the human element. Optivon's integrated services will allow companies and professionals to increase profitability by lowering operational costs, optimizing call management efficiency, improving sales and client service satisfaction levels," stated Romero.

This optimum call management service incorporates state-of-the-art technology, offering customized, consolidated control of calls, voice mail and e-mail- in or out of the office, via phone or Internet, and live telephone answering for priority callers or after-hours calls.

The services offered in *Advanced Call Management* include: Unified Communications, Personal Assistant, Remote Receptionist, Contact Center and

Service Dispatch. “Offering 24-hour professional call agents support will make a real difference for businesses any size in all industries”, added Romero.

Optivon has structured product suites that address companies’ needs according to its size; *Entrepreneur*, for small businesses from one to 50 employees; *Enterprise*, for middle companies and *Enterprise 500*, for companies with over 500 employees.

As an added value benefit, Optivon’s *Advanced Cal Management* will include long distance at no additional costs.

Optivon has been a leading provider of paging and other telecommunication services in Puerto Rico and Latin America since 1988.

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Note: An electronic version of this news release may be accessed at [www.optivonpr.com](http://www.optivonpr.com).

