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**Optivon Selected as LACOM's Preferred Provider  
of IP Centrex and VoIP-enabled Services**

*LACOM is the first reseller in Puerto Rico for Optivon's IP Centrex  
and Advanced Call Management<sup>SM</sup> services*

ORLANDO, Fla. (October 14, 2004)—Optivon, an innovative provider of telephony services, and Latin American Communications, Inc. (LACOM), today signed an agreement for LACOM to be a reseller of Optivon's Advanced Call Management<sup>SM</sup> services in Puerto Rico. LACOM, which focuses on establishing long-term relationships with small, medium and large corporations, has 2,000 lines serving 235 business customers.

“We're very excited to represent Optivon, which offers highly unique VoIP services unmatched in the industry,” said Emilio Garcia Rosario, president and founder of LACOM. “As the first competitive local exchange carrier in Puerto Rico to offer these services to businesses, we are expanding our product line and gaining a significant competitive advantage.”

Advanced Call Management<sup>SM</sup> services combine Optivon's expertise in personally assisted calls with a VoIP platform and friendly technology for unified management of voicemails and e-mails.

“Optivon strives to partner with telecommunications carriers who want to be in the vanguard of the next great growth stage in business communications. LACOM is superbly qualified to provide these highly advanced services in Puerto Rico,” said Luis G. Romero, president and chief executive officer of Optivon. “Both companies are growing rapidly. Both share a passion for excellence and innovation in delivering cost effective solutions employing the latest technology. We look forward to a long and productive partnership with LACOM in helping businesses to cut costs and improve service.”

Optivon's suite of services was rigorously tested with businesses in Puerto Rico before its September debut in the U.S. The services include Unified Communications, Personal Agent, Service Dispatch, Remote Receptionist and Contact Center. All are enabled through Web-based portals using a voice-over-IP platform.

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## **OPTIVON RESELLER/2**

For more information on partnering with Optivon, resellers and agents should visit [www.optivon.com/partners](http://www.optivon.com/partners) or call 1 (866) 503-2626.

### **About LACOM**

LACOM is a privately owned company specializing in sales and distribution of telecommunications products in the fast-growing Caribbean market. The company's website is [www.lacom1.com](http://www.lacom1.com).

### **About Optivon**

Headquartered in Orlando, Fla., Optivon is the first company to provide businesses of all sizes a comprehensive messaging service that combines unified communications with on-demand support from professional call agents in a Voice over Internet Protocol environment. Optivon's Advanced Call Management<sup>SM</sup> service means callers will not get trapped in annoying voice mail they will always have access to live agents for immediate assistance. Optivon's solutions, which are available through service providers, carriers and agents, include service dispatch, contact center and remote receptionist applications, integrated with support from professional call agents. Visit [www.optivon.com](http://www.optivon.com) or call 1 (866) 503-2626 for more information.

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