



Ojo Network Update

Date: 3/5/08

Dear Snap!VRS Customer,

We want to provide you with an update and clear up things for you about what is and is not happening while the Ojo network is down.

When will the Ojo network be back up?

We do not have a date and will not release one until we are confident in the date. We are working with WorldGate to reestablish the network for all of us. We are all disappointed in the loss of some of the functions of Ojo. We are making good progress. Snap!VRS wants to be sure this kind of Ojo network disruption doesn't happen again, so we are making sure everything is in place 100% - none of us want an outage again! We are working to put mechanisms in place to prevent this kind of outage from happening again. Keep in mind that WorldGate is a public company, dealing with serious financial and legal issues. We can't disclose such details and are mindful of their process. Our companies are working together to ensure a strong, reliable Ojo network for all of us. As soon as we have more news we will let you know.

Why is the Ojo network down?

WorldGate is the manufacturer of Ojo video phones. Snap!VRS made arrangements with WorldGate to provide the advanced Ojo to deaf and hard of hearing people to use for VRS and video calls. WorldGate experienced serious financial difficulties and decided to suspend their operations. This included the Ojo network for Snap!VRS customers.

Does the Ojo work at all?

Yes, some of the Ojo features work. The SIP mode of Ojo phone does not work. That is the advanced portion of Ojo that WorldGate operates. The Ojo still works in IP mode. You can still use your Ojo to call IP addresses of other video phones and to call Snap!VRS – just key in call.snapvrs.com (or snapvrs.tv) on the Ojo keypad.

Can you still contact Snap!VRS for relay calls?

Yes. The Snap!VRS network is up and running– any video phone can call our interpreting services, 24 hours a day. If you have a D-link or VP 100 or VP 200, all those devices can call Snap!VRS interpreters. Dial “call.snapvrs.com” or “snapvrs.tv” to connect to our VRS interpreters.

Are Ojos still being sent out?

Snap!VRS will start sending out Ojos again as soon as the Ojo network is back up. We are sorry about the delay and thank you for your patience so far. We have received a large number of applications and there is a waiting list. You will receive an email notification when the Ojo is sent. Keep in mind we won't ship all Ojos out at once. We don't want to overwhelm Snap!VRS with people using their new

Ojos. We will carefully distribute the Ojos over time and keep pace with our interpreting staff capacity. All qualified applicants are eligible to receive an Ojo.

What are customers saying about the Ojo outage?

Snap!VRS has received great support and understanding from many customers – thanks for that! We are working hard to get the Ojo network back up and make sure it is as strong and reliable.

Snap!VRS is committed to being part of the deaf and hard of hearing community for a long time to come. Our aim is to provide customers with choices in high quality interpreting and innovative technology. We are also committed to providing open communication so we'll keep you up to date. As soon as the Ojo network is up we will absolutely let you know.

Sincerely,
Snap!VRS