

Letter of Clarification and FAQ's For Existing ION 24/7 Customers

We are pleased to announce ION24/7, LLC. is merging with Pavion Corp., effective June 1, 2025. Customers will be supported by the same trusted management team, business structure, and employees you rely on—now enhanced with additional resources and the backing of Pavion. **We'll refer to our business now as ION24/7, a division of Pavion.**

All existing Contracts and Agreements remain in full force and effect with Pavion Corp. New contracts should be issued to Pavion Corp. The W-9, Certificate of Insurance, and Banking Information is available for download. Should you have any questions, please complete the form at the bottom of this page.

Legal Message: ION24/7, LLC. is merging with Pavion Corp. on June 1, 2025. Your agreements with ION24/7, LLC. remain in full force and effect with Pavion Corp. as the counterparty, as successor to ION24/7, LLC. via the merger.

Frequently Asked Questions

Why the name change?

While ION24/7, LLC. and our Pavion legacy brands are strong and unique companies, we're unifying our business into one, and need a brand that reflects the business we've become. We are the same employees, business structure and management team you trust, now delivering fire, security, integration, and critical communications solutions from 70+ locations in the US and across 23 countries.

Visit our ION 24/7 website here: www.ion247.com

Learn more about Pavion here: www.pavion.com

2. Who is Pavion?

Pavion Connects and Protects by providing fire, security, and critical communications solutions to customers around the world from 70+ locations in the U.S. and 23 countries. We bring industry-leading experience to customers in the enterprise, healthcare, education, government, data center, and retail industries. Our mission is to bring clarity and transformation to safety, security, and critical communications through technology innovation and radical service. We're committed to serving our customers, our people, and our communities.

Pavion is a mashup of two words. Pavise + Ion = Pavion

Pavise – a full body shield used to protect warriors as they progress forward in battle

Ion – a charged particle that attracts and forms bonds

Watch the Pavion video here: [Pavion: Who We Are](#)

3. What happens to the name ION24/7?

The ION24/7, LLC. business will retire effective June 1, 2025, however, the ION24/7 brand will remain a division of Pavion. All existing contracts and agreements remain in full force and effect with Pavion Corp. effective immediately.

Note: All other Pavion legacy brand companies remain unchanged at this time

4. What are the next steps and where can I find the documentation I need?

The process is simple.

1. All existing contracts and agreements remain in full force and effect with Pavion Corp. effective immediately.
2. You will now receive invoices branded from Pavion Corp. so you may wish to flag this change to your finance department, so they recognize the brand as an existing supplier.
3. You will need to update your Accounts Payable systems with our new company name for our bank account, however our bank account number remains the same. Please refer to our invoice remittance information, statements, W9, and banking letter (available upon request) for payment updates.
4. You may require a Pavion Corp. W-9 and Articles of Incorporation for your internal records. We have provided links to specific documents below for your convenience.

[Pavion Corp. W-9](#)

[Pavion Corp. Certificate of Insurance](#)

[Pavion Corp. Articles of Incorporation](#)

Should you require additional information, please complete an information request at the bottom of this page or send an e-mail to: pavionrebranding@pavion.com

5. Is this part of a takeover or change in management?

No, we're the same people we've always been. There's been no major change to management or ownership. We still have the same values and will still be extremely focused on our relationships with people, product quality and customer care. We just believe that our new name is more representative of our vision for the future and this is the next step in our journey.

6. Does this change affect our contracts or agreements?

All existing Contracts and Agreements remain in full force and effect with Pavion Corp. immediately.

7. Will I now be invoiced from Pavion?

You will now receive Pavion Corp. branded invoices. You may wish to flag this change to your finance department so they recognize the brand as an existing supplier. Please refer to our remittance information, statements, W9, and banking letter (available upon request) for payment updates.

8. Will all your contact details change?

Contact details will remain the same.

9. Do I need to do anything?

This name change may not require anything from you other than a change in your Accounts Payable system to ensure alignment with our new legal name and business details. We know it will take some time to get used to calling us by our new name, so all we'd ask is to keep an eye out for us under our new name in emails and at events. Procurement and AP will want to update our information in your systems to align our relationship and eliminate possible confusion over the name change.

10. Vendor Setup / Payables?

While existing contracts and POs will be honored, you will want to update our vendor profile for procurement and payables related items. Please refer to our W9, Articles of Incorporation, Letter of Clarification, and Banking Letter (available upon request) to update our vendor profile. Please note, Pavion will never ask you to update banking information or remittance details via individual email or phone.

11. W9 Clarification

When setting up a vendor profile for Pavion, please refer to line 2 of the W9. Line 2, Business name/ disregarded entity name, if different from above (referring to Line 1 of the W9). The Tax Identification Number (TIN) or Employer Identification Number (EIN) is how Pavion reports revenue for tax purposes to the IRS.

[Pavion Corp. W-9](#)

12. Articles of Incorporation

Pavion Corp. is a registered business name in the State of Florida replacing the business name of ION247, LLC. ION247, LLC is merging into Pavion Corp. As a result, ION247, LLC customers will begin using the Pavion EIN as part of this name change effective June 1, 2025.

[Pavion Corp. Articles of Incorporation](#)

[Pavion Corp. W-9](#)

13. Remittance / Payment Details

All payments to Pavion should be remitted to the details outlined on your invoice remittance details, statement, or banking letter. Please note, Pavion will never ask you to update banking information or remittance details via individual email or phone. Banking letters are available upon request.