

Indiana Virtual Academy

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Education Networks of America
320 North Meridian
Indianapolis, IN 46204

To whom it may concern:

Education Networks of America has been our Internet Service Provider for the Indiana Virtual Academy since they were awarded the contract with the Indiana Department of Education in 2005. During this period of time I have seen a concerted effort and focus by ENA to continuous improvement in customer service and response time to network issues and downtime. I would categorize the ENA network as very reliable.

The ENA helpdesk monitors our circuits 24/7 and notifies me of outage problems most of the time before the school/location does. Many time issues are detected and resolved before I know there is problem. If onsite technical response is required, ENA has been onsite and the issues have been resolved in a very timely manner.

I am very satisfied with the level of service and response ENA has provided the Indiana Virtual Academy and would highly recommend them to any institution.

Sincerely,

INDIANA VIRTUAL ACADEMY



Fred Sagester, Ed.D.
Executive Director