

ENA Voice Solutions



Smarter, Simpler, More Powerful Voice Solutions



ENA's next-generation, carrier-class voice solutions offer the most robust and advanced features and functionalities on the market today. And because our solutions are hosted, easy to use and almost infinitely scalable, they also represent a significant cost-savings and an effortless entrée into IP-based telecommunications. Educators, parents, students and the community at large depend on reliable telecommunications services, and no one understands that better than ENA—a trusted leader in reliable, education-centric, mission-critical connectivity services.

With ENA Connect, you'll enjoy a voice solution designed specifically for the education, library and government user:

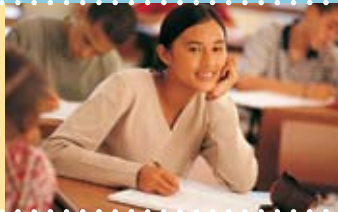
- More than 70 time-saving and convenient features
- Unlimited domestic long distance*
- Flat-rate billing with one-page bills
- No PBX capital expense outlay
- Priority 1 E-Rate eligible
- Proactive Call Quality Monitoring on all voice solutions
- Vastly enhanced external call capacity
- Phone-in-every-classroom affordability and scalability
- Built-in disaster continuance
- Complete administrative control with user-friendly Web interface
- Exceptional ENA customer support



Education Networks of America

ENA Connect

70-plus next-generation features.
99.999% carrier-class reliability.
100% scalability.
0 headaches.



The ENA Connect suite delivers a complete, end-to-end telecommunications solution with all the robust features of a next-generation IP PBX but without having to purchase, manage or continually upgrade any premises-based equipment. Plus, customers get full redundancy, extension flexibility and ENA's renowned attention to customer service and maintenance. Because our service is hosted, there's no outlay of capital expenditure other than the phones themselves—only a flat monthly rate that compares favorably with the cost of many customers' aging, underperforming telecommunications solutions.

In short, ENA Connect provides all the advantages and none of the headaches or cost barriers of implementing the latest in telephony solutions.

Designed with the needs of schools, libraries and government agencies in mind

ENA Connect's feature sets are offered in four bundles, each as robust as any available on the market. Any combination of ENA Connect Lite, Basic, Plus and Pro levels may be purchased.

ENA Connect Lite

ENA Connect Lite cost-effectively puts fully hosted PBX telephone extensions into every classroom while providing classic features such as hold and transfer. Service includes a bundle of local-only outbound calling, unlimited inbound calling, visual voicemail, online portal access, click-to-call and more!

ENA Connect Basic

This greatly enhanced service class includes a bundle of local and long distance minutes, unlimited inbound calls and features especially designed for teachers such as call scheduling, off-site voicemail access and three-way conferencing calling.

ENA Connect Plus

An enhancement to the ENA Connect Basic offering.

Unlimited local and long distance calling, direct inward and outward dialing, call park and pickup, outdial notification and one-to-one intercom features make this phone service ideal for customers who require more frequent outbound calling—like support and administrative staff.

ENA Connect Pro

This rich feature set integrates the telephone experience with the user's computer. ENA Connect Pro includes drag-and-drop conferencing and click-to-call capability that can be accessed via any compatible Web browser. Now phone system managers, technology staff, principals, directors, superintendents, office personnel and others in need of enhanced features can forward calls to one or more alternate phone numbers at once through a convenient Web-based interface—or park calls at one extension and pick the call up at any other in the system. Package also includes mobile phone integration, broadcast messaging administration and WAP access to ENA voice portal.



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ENA Diantone Connect

Get more out of your PBX
—for less

The ENA Diantone Connect suite cost-effectively replaces your existing PRI or analog phone lines, allowing you to extend the life of your current PBX investment while enjoying enhanced features and unlimited-minute calling plans at no extra charge.* Because network and PBX upgrades are not necessary, you will immediately benefit from a vastly enriched feature set!

Our most popular features in a simple, straightforward package

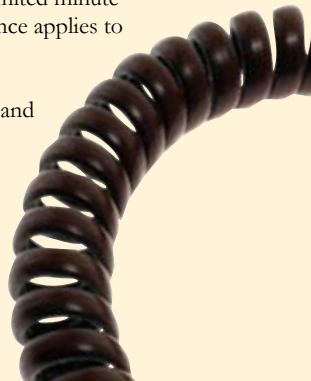
The ENA Diantone Connect suite comes in two service types: Diantone Connect and IP Diantone Connect. The first provides analog or PRI handoff for traditional PBX or key systems. The second delivers IP handoff directly to your IP-enabled PBX, precluding the need for a gateway. Both versions of Diantone Connect allow you to cost-effectively extend the life of your current PBX investment while you enjoy enhanced features and unlimited minute calling plans at no extra charge.*

- Unlimited local and long distance calls*
- No changes to your existing phone numbers; local number portability is included
- 911 and e911
- Establish phone usage policies with black/white list dialing
- Screen incoming calls with caller ID
- Caller ID block/unblock
- Connect accurately with direct inward dial
- Hunt/rollover groups
- User-controller caller ID restriction lets you decide when to display outbound caller ID
- Enterprise-class redundancy allowing inbound call-rerouting in the event of a site outage
- Simple, easy-to-understand billing—eliminating time-consuming evaluation of lengthy, tedious telecom invoices
- With almost every feature included in a flat price, telecom cost surprises are minimized****

*Some restrictions may apply to unlimited minute calling services. Unlimited long distance applies to lower 48 U.S. states only.

****411 calls, USF, 911 county taxes and international long distance are not included.

Note: ENA Diantone Connect and ENA Connect are not available in all areas.



ENA Dialtone Connect & ENA Connect Features at a Glance



Who would benefit from ENA Connect?

- Anyone with an aging PBX or key system**
 ENA Connect is a viable alternative to a costly upgrade.
- Anyone concerned about security**
 The price and feature set of the entry-level ENA Connect Lite would allow many customers to place a phone in every classroom—an essential aid in emergencies and facilitating parent-teacher communication.
- Anyone planning new construction**
 One of the great advantages of VoIP is that it enables you to merge your telephone systems and LAN into one seamless network. Installing two separate networks increases upfront and maintenance costs, while wasting a lot of bandwidth. ENA Connect is state-of-the-art convergence, ensuring more cost-effective, scalable, functional communications now and in the future.
- Anyone looking for an outstanding performance versus price ratio**
 Customers who are paying for Centrex services, who haven't yet migrated to IP-based telephony or who are otherwise dissatisfied with their current solution will recognize the enhanced functionality of the four ENA Connect bundles and appreciate the value.

	Dialtone Connect	Connect Lite
Features**		
Proactive Network Call Quality Monitoring	○	○
Busy Lamp Field		
Caller ID	○	○
Call Waiting	○	○
Last Call Return	○	○
User-controlled Caller ID Restriction	○	
Direct Inward and Outward Dial (DID/DOD)	○	
Call Forward to Voicemail		○
Distinctive Ring		○
Call Hold		○
Call Transfer		○
Redial		○
Music on Hold		○
3-way Conference		○
Speed Dial (Enterprise and Personal)		○
Online Interface		○
Drag-and-Drop Click-to-Call		○
Call Completion Busy Service		
Anonymous Call Blocking		
Bridged Line Appearance		
Call Forking		
Call Forward Variable		
Call Park and Call Pick-up		
Call Scheduling (Time of Day/Day of Week)		
Smart Call Forwarding		
Executive Busy Override		
External Call Transfer		
Intercom Calling (One-to-One)		
Outbound Caller ID Block/Unblock		
Drag-and-Drop Click-to-Conference (6-Way)		
Remote Click-to-Call		
WAP Portal Access		
Microsoft Outlook Integration/Toolbar		
PBX Features		
Station-to-Station Dial		○
Auto Attendant***	○	○
Hunt/Rollover Groups	○	○
Calling Plans		
Unlimited Inbound Calling	○	○
Local-only Outbound Calling (Minutes)		100
Local and Domestic Long Distance (Minutes)	Unlimited*	
Local Number Portability	○	○
Unified Messaging		
Voicemail		○
Visual Voicemail		○
Forward to E-mail		○
Message Waiting Indicator		○
Live Dial-out		
IMAP Integration		
Outdial Notification		
Broadcast Message Administrator		

***Additional charges apply.

Voice Support Services From ENA

For ENA Connect and Dialtone Connect customers that require a dedicated toll-free line, ENA now offers Toll-Free Connect. For Dialtone Connect customers who need more voicemail boxes than their current PBX allows, we offer Voicemail Connect.

Toll-Free Connect

- A nominal monthly fee for each toll-free number you need
- First 100 inbound minutes included
- Pennies per minute thereafter
- Available to ENA Connect and Dialtone Connect customers

Voicemail Connect

- Low monthly fee for voicemail box bundles
- Optional integration with ENA Auto Attendant provides a robust front end to your campus telephone system

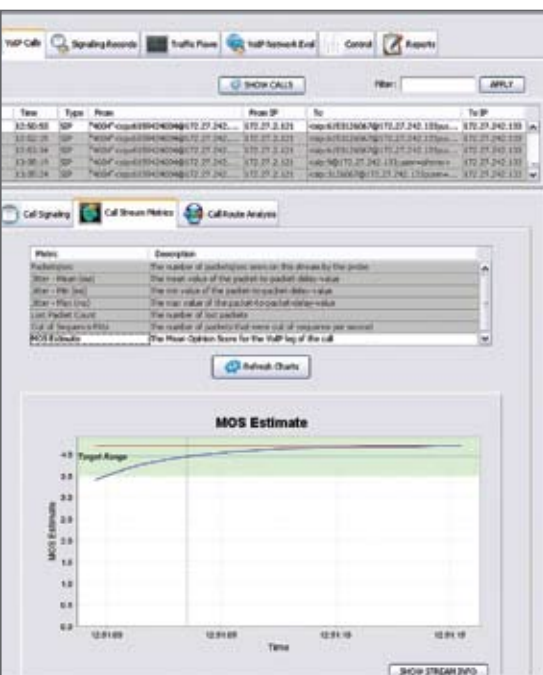
Proactive Call Quality Monitoring

We monitor every call you make and receive for quality assurance—only ENA gives you this exceptional level of customer care.

With Proactive Call Quality Monitoring, ENA is able to proactively monitor the overall quality of experience for every call made to and from ENA's voice solutions. This allows ENA to quickly pinpoint where a call problem lies—whether on the customer's LAN or on our own telecommunications network—

thereby enabling us to resolve the issue in a more efficient, more effective manner. Proactive Call Quality Monitoring sets ENA apart from every other voice solution available on the market, and ENA offers it to all our Connect and Dialtone Connect customers at absolutely no additional cost.

Network behaviors known as delay, jitter and packet loss can degrade the transmission of voice traffic over data networks. These behaviors can be examined and measured, aiding in the identification of problem points in the stream of voice traffic across the network between one user and another. These measurements are used to estimate a Medium Opinion Score (MOS) of the call's quality. The screen shot depicts an excellent call, as interpreted by ENA's Proactive Call Quality Monitoring system.



What customers are saying about ENA Connect

“ENA’s voice implementation offers an economical solution to upgrading old telephony systems. The feature set and customer support are far superior to other voice providers. Maury County Public Schools is extremely satisfied with the ENA Connect product.”

—Tommy Schuyler, Instructional Technology Manager/Network Administrator,
Maury County Schools, TN



“Our ENA Connect service represents a leap forward for our organization’s telecommunications. Thanks to the powerful features, our office is more efficient, more available and therefore more responsive to our stakeholders. Reaching someone by telephone is now literally a click away—conferencing with several people across the state at once is only a drag and drop of the mouse away! The flat monthly rate and the fact that there was no equipment investment beyond the phones made ENA’s voice system an easy choice. Most importantly, we like the peace of mind and confidence that comes from knowing this solution is backed by the expertise and customer service excellence of a partner such as ENA that we know to be absolutely committed to technology-enabled education.”

—Dr. Keith Brewer, Executive Director, Tennessee Organization
of School Superintendents (TOSS)

“ENA Connect gives us all the features we have long needed but could never afford. The User Portal makes it very easy for our staff to manage all their account settings. ENA’s voice engineers and technicians are some of the very best. They are usually able to resolve the issue with just one phone call.”

—Bobby Crane, Technology Coordinator, Clarksville Community School Corporation, IN



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Contact us today!

Call your account service manager today for answers to your questions, latest features list, pricing and availability details for your area.

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About ENA

ENA is a leading managed network service provider in the design, deployment and management of network and communication services for school systems, libraries and governments. In 1996, ENA created one of the first statewide K-12 networks in the U.S. and has earned a reputation as experts in distributed networks and voice solutions. Today, ENA manages multiple statewide and district-wide education and library networks, successfully serving over 450 school districts, 2.2 million students, educators and administrators, and over 300 libraries.

For more information, please visit www.ena.com.

