



CALNET Services and Support FAQs

ENA is honored to be a supplier for the CALNET contract – a statewide purchasing vehicle enabling easy access to competitively bid telecommunications services for California’s public sector.

A national network services and IT solutions provider, ENA delivers robust and reliable hosted voice, video, and unified communications solutions to state and local governments and educational institutions across California.

The State of California Department of Technology Services has awarded ENA a CALNET contract for **Category 22 – Cloud-Hosted VoIP Services.**

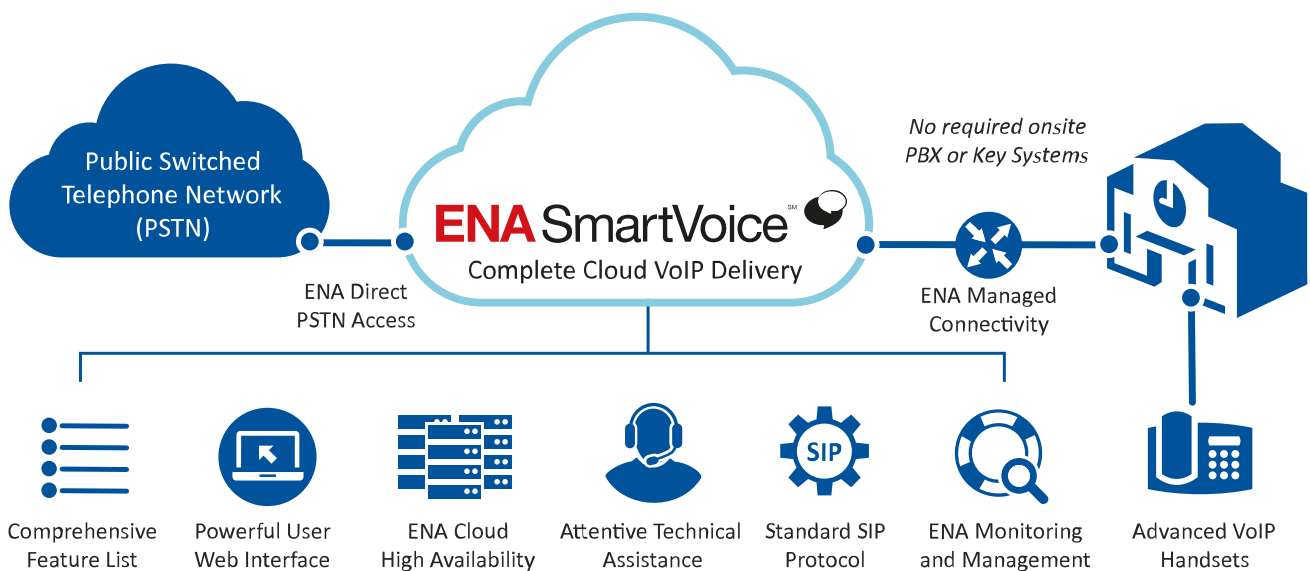
What ENA products and services are available with CALNET?

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ENA SmartVoice[®]

The ENA SmartVoice VoIP suite is a highly reliable, fully- hosted, and managed service

that is designed to meet the unique needs of our customers. ENA SmartVoice delivers features like voicemail and abbreviated dialing directly to individual handsets and combines those features with unlimited local and contiguous U.S. long-distance calling. ENA SmartVoice is a true PBX replacement, with dozens of valuable calling features included in each package with a simple, monthly, flat-rate bill.



What are the key benefits of ENA SmartVoice?

ENA focuses on providing voice services that meet the unique needs of our customers. When evaluating cloud-based services to address their needs, our customers find ENA's voice services offer an affordable, high quality way to address many of the challenges they face. Key benefits experienced with our telecommunications product suite include:

- Scalability to meet changing needs
- Carrier-class reliability
- 24x7x365 peace of mind
- Improved communications
- Enhanced security and disaster preparedness

In addition to these key benefits, ENA provides professional and experienced personnel throughout the implementation and post-implementation project cycle to ensure project success.

A clear distinction of ENA's voice services is our enhanced call quality monitoring. With our monitoring service, ENA is able to monitor the overall quality of experience for calls made to and from ENA's voice solutions. This monitoring ability enables 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 issues in a more efficient and effective manner.

How reliable is ENA SmartVoice's cloud infrastructure?

The ENA cloud infrastructure, upon which ENA's voice services have been built, utilizes carrier-class equipment and is designed for 99.999% percent reliability in real world implementations—drastically increasing customer access while simultaneously significantly reducing downtime. Our geographically resilient platforms are housed in highly secure carrier facilities with built-in redundancy for utility power, backup battery and diesel power, IP connectivity to ENA's network backbone, and multiple external telecommunications connections. The architecture design of each platform uses multiple levels of fault-tolerance and scalable architecture designed to allow for multiple component failures with no degradation in service.

Does ENA SmartVoice offer unified communications (UCaaS)?

Our ENA SmartUC application enhances the carrier-grade features of our ENA SmartVoice service by extending your desktop phone capabilities to your laptop and smartphone and by enabling true unified communications with additional features like integrated presence, chat, SMS texting, and robust video and web conferencing. ENA SmartUC users are able to:

- Make and receive calls on your smartphone and/or desktop using your ENA SmartVoice phone number
- Utilize Wi-Fi/3G/4G/LTE calling that extends the range of your ENA SmartVoice service
- Check call logs and audio and visual voicemail
- Receive push notifications that alert you when you have a new voicemail and provide play-back functionality
- Change call forwarding settings
- Enjoy integrated presence across all ENA SmartUC and ENA SmartVoice apps and devices

- Exchange person-to-person and group chat messages with other ENA SmartUC users in your organization
- Exchange SMS text messages from your organizational phone number, thereby allowing you to communicate via text with community members without revealing your personal cell phone number
- Seamlessly transfer from desk phone to smartphone or vice versa using the call jump feature



ENA SmartUC on Android and iOS Devices

In addition to all the ENA SmartUC features above, organizations can also take advantage of our optional ENA SmartUC Meet functionality, which includes:

- Instant and/or scheduled video and web conference meetings
- Screen/document sharing
- Document annotation
- Computer and dial-in audio
- Meeting recording
- Customizable, personal meeting URLs

Who can I contact at ENA with questions about CALNET products and services?

John Sheehan has the privilege of serving all organizations and agencies that participate in the CALNET program. For questions, you can reach John at jsheehan@ena.com or 312-229-0256.