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 Customer Technical Assistance Center (CTAC): (888) 612-2880

The ENA Indiana team is looking forward to helping you plan for the next E-Rate Year as the contracted provider for Internet Services for the Public Library Internet Consortium.

Your dedicated ENA Account Service Manager will be reaching out to you to review your current services, discuss your future plans and provide you with a review of all ENA services available to you that will support your library and the community. We believe you will be very pleased with what we have to share as you make your plans for the upcoming E-Rate year’s filing.

ENA’s Ongoing Commitment to Our Customers

What truly sets ENA apart from any other company or solution evaluated is our demonstrated track record of providing exemplary customer service. The best indicators of our success are the positive feedback we receive on an ongoing basis from our customers and the extremely high levels of customer loyalty and customer retention we have achieved.

We have established long-term relationships (in many cases exceeding 16 years) with our customers because they view our value-added business relationship as a long-term partnership. ENA makes a committed effort to earn recurring business year after year with our library customers. We understand the needs of our library customers and the patrons you serve and we are committed to continuing a superior level of customer care.

Utilizing ENA’s Infrastructure as a Service (IaaS) solution is similar to hiring a general contractor to build your house and, once built, having that expert remain to keep everything running smoothly and reliably. We are the single service provider responsible for delivering reliable Internet access, wide area network, voice and video services in support of the variety of applications and technologies deployed throughout the state and your library.

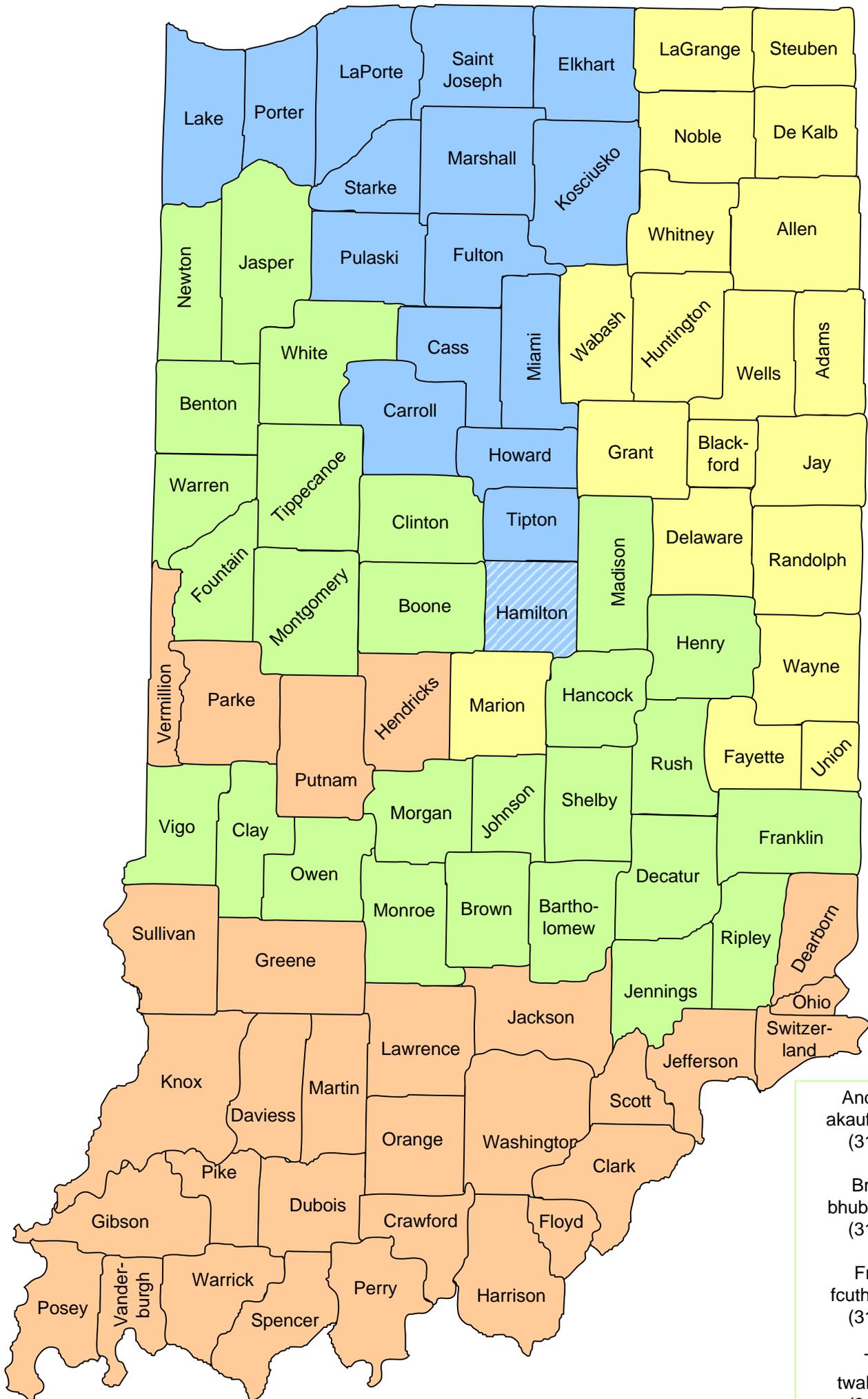
Your dedicated team,

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- Merle Gruesser – Director of Customer Services
 - Terry Spradlin – Director, Government & Community Relations
 - Brian Hubbard – Senior Account Service Manager
 - Tim Walker – Account Service Manager
 - Fred Cuthbert – Account Service Manager
 - Andrea Kaufman – Account Service Manager
 - Connie O’Connor – Sales Support

Your ENA Account Service Manager is looking forward to working with you to review your service requirements and prepare your Service Level Checklist filing with the Consortium for E-RATE Year 18 (July 1, 2015-June 30, 2016).

ENA Account Service Managers:

- Brian Hubbard bhubbard@ena.com
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- Fred Cuthbert fcuthbert@ena.com
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- Tim Walker twalker@ena.com
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