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## ENA PARTNERS WITH PACKET ISLAND

ENA partners with Packet Island to provide 24x7 VoIP Call Quality Monitoring as an integral component of all ENA Voice solutions.

Cupertino, CA (March 13, 2009) - Packet Island, Inc. announced today that Education Networks of America (ENA), a leading provider of managed network and communication services to schools, libraries, and government agencies, has deployed Packet Island's VoIPCare solution to all of its hosted VoIP customers. VoIPCare is a VoIP/data monitoring solution providing 24x7 VoIP-data flow monitoring, enabling complete visibility into the many variables that may affect VoIP call quality.

With the launch of its ENA Connect suite of hosted PBX and IP Trunking solutions, ENA wanted to provide schools and libraries a cost-effective communication service that combined next generation features with the highest degree of reliability and stability. As a result, the need for complete visibility into the network conditions that can affect VoIP call quality was critical.

With Packet Island's solution, ENA deploys a Packet Island Micro Appliance at each customer site to provide 24x7 VoIP call quality monitoring. Key quality metrics for every VoIP call are continuously monitored, such as jitter, latency, packet loss and call route analysis, to determine if there are external problems that may be impacting service quality. The Packet Island solution provides daily, weekly and monthly SLA reporting for ENA allowing them to ensure service delivery excellence. This proactive monitoring approach helps ENA determine if there are quality issues, and what is causing these issues. Since this is done 24x7, data is now available for troubleshooting transient issues, which dramatically decreases the time to resolution for VoIP related issues.

"Packet Island's technology has given us line of sight into areas of the customer's own network that was virtually impossible to monitor previously, and at a price point that made the decision to partner with Packet Island easy. ENA prides itself on world class customer service, and Packet Island is a key component in that support strategy", said Simon Weller, Director of Product Design, ENA.

"We are delighted that ENA has chosen our solution for delivering 24x7 VoIP call quality monitoring. One of the big challenges facing the VoIP market is troubleshooting VoIP post-install problems as they often end up as complex, expensive, and time consuming exercises. We strongly believe that the true leaders in the managed network and VoIP market will be companies like ENA who firmly believe that telecom service is all about delivering quality and

customer satisfaction, and implement the operational processes to back up their conviction." said Praveen Kumar, CEO of Packet Island, Inc.

#### About ENA

ENA is the leading managed network service provider to school systems, libraries and governments. ENA currently manages multiple statewide and district-wide networks successfully serving more than 2.4 million students, educators, librarians and governmental employees with best-of-breed wide area network and communication services including innovative voice solutions. For more information, please visit [www.ena.com](http://www.ena.com).

#### About Packet Island

Packet Island Inc. is the leader in delivering management solutions for cloud-based converged media services. Packet Island currently offers award-winning SaaS-based and platform-based solutions for assessing, verifying, monitoring, and diagnosing the Quality of Experience (QoE) of converged media services delivered to SMB and multi-site networks. More information can be found at <http://www.packetisland.com>

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