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CUSTOMER
NEWS



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Partner in Business

Quality Inn Arena Hotel in Wilkes-Barre

Quality Inn Arena Hotel in Wilkes-Barre offers business and leisure travelers a great stop on the road and is close to several indoor and outdoor activities. They are located just off Interstate 81, minutes from Downtown Wilkes-Barre and close to Mohegan Sun Arena at Casey Plaza. They are also near the base of the Pocono Mountains, giving guests great access to a number of ski options. For hiking and other outdoor adventures, they are close to four state parks, including Susquehanna State Park. They are also near the Steamtown National Historic Site and the Lackawanna County Coal Mine Tour. If work or school are on the agenda, they have free Wi-Fi and a Business Center. There is also a Perkins Restaurant and Bakery located just outside of the hotel.

Eddie Carwin, General Manager at Quality Inn Arena, shared why they chose to rely on PenTeleData for their connections and phone services explaining, "We chose PenTeleData simply because of our Sales Representative. Because of some problems beyond our control, we could not immediately set up our services with PenTeleData. It was about two years after initially meeting with him, but that didn't stop him from being extremely resourceful and persistent during our waiting period. Seeing his commitment to us made it a no brainer.

"Being in the hospitality industry, the quality of Internet service is extremely crucial. Our customers demand the very best. Not only are they using Wi-Fi on their phones and tablets, but it's also even on the TVs. We have guests who can now complete a workday from their hotel room, while their child can be catching up on their favorite show. We have guests who come in for a doctor's visit and sometimes part of that is virtual, which they can

confidently do in our hotel. During some bad weather or unfortunate circumstances at home, I have had people book a room at the hotel so that their child can still attend virtual school. None of this was a suggestion I'd even make before we changed to PenTeleData as our provider. The service and reliability were just not there for us with our previous connections."

Besides the reliability of PenTeleData's network and their dedicated connection, he also appreciates the customer service he receives from our staff. He mentioned, "It's not only our Commercial Sales Representative, but all of the PenTeleData staff I have interacted with in person or over the phone are very good at their job and a joy to work with. There has not been a problem they could not immediately resolve. I must say, no other service provider has treated us like they have."

Continued growth and world-class experiences are essential in the hospitality industry, so technology is leading the way forward. Mr. Carwin said, "Having a service provider like PenTeleData gives us confidence that as our needs grow, they are ready to provide all that we ask for to best serve our customers."



Manager's Desk...

Dear Valued Customer,

Welcome to the fall edition of the *PTD Chat*, our quarterly newsletter. We're approaching the end of the year, it's only the beginning of good things to come and we're always planning ahead. If you're a residential customer, how can greater Internet speeds help you in the coming months? If you're not sure about the correct speed for your household, reach out to our partner cable company in your area. They're always glad to help.

If you have a business, what are your company's goals for the New Year? Would you like to increase productivity in your office? Could you use some cost-effective business phone solutions? Do you need an I.T. Team but don't want the expense of hiring your own employees? It's likely PenTeleData can help. Visit our website at www.penteledata.net to learn about our services or call us to talk at 1-800-281-3564.

Thank you for your business and continued support.

Best regards,

Jaime Mendes
V.P. of Operations
PenTeleData

It's a Wrap!
Thank YOU for a
Great Summer
of 2023! It Was
Good to See You!

Summer has come to an end, but it's been a great opportunity for some of us at PenTeleData to get out and about in the community and see you!

It's great to be local. From vendor expos and fairs to Musikfest, golf tournaments, chamber events, and sporting events, we are proud to attend and sponsor the causes that are important to the people we serve. We appreciate the extensive planning that goes into every one of these and thank you for including us. If you stopped by to say hello, we appreciate your patronage and continued support!



We Can't Wait for Ice Hockey!

PenTeleData is proud to support our local teams, including the Lehigh Valley Phantoms and the Wilkes-Barre/Scranton Penguins. We wish them both winning seasons.

Even if you won't be able to see them play in person, you can count on our partner, Service Electric, to bring live coverage of the Lehigh Valley Phantoms hockey. Service Electric TV2 sports broadcasts live game action in high definition along with pregame, postgame, and intermission shows. They also produce a weekly Breaking the Ice segment, airing Tuesdays as part of Lehigh Valley Sports Scene.



Local Sports Programming for the Win!

PenTeleData partners Blue Ridge Communications and Service Electric share their local programming, which is a huge benefit for local sports fans!

The best in local entertainment is easy to find:

Blue Ridge Communications Customers with Broadcast Basic HD level of service in specific areas have access to SEN 2 on channel 178 and SEN 50 on channel 179.

Service Electric Customers in Wilkes Barre access BRC 13 on channel 519 and BRC 113 on channel 520. In the Lehigh Valley and New Jersey, BRC 13 is available on Channel 913 and BRC 113 on channel 914.

Have You Checked on the Most Current Residential Internet Speed Packages from Our Cable Partners?

Speed packages are always increasing, so if you haven't checked into your cable provider's latest offering, now's the time!

Speeds up to 2 Gig!!!

Would you like to choose the package that is right for your household? Call the cable partner that provides service to your area. They're always glad to help you choose and maximize your savings options.

Would you like to optimize the speed you already have? You'll find some great resources at <https://sectv.com/blog/internet/optimize-your-internet-speed/>.

Service Electric Cable TV and Communications and Blue Ridge Communications are expanding Fiber to the Home in select areas. Wondering about the difference between fiber and cable Internet? Please visit <https://www.brctv.com/blog/fiber-vs-cable-internet-blue-ridge>.

CONTEST

OCTOBER 2023:

PenTeleData is giving one lucky winner a family 4-pack of tickets to a Lehigh Valley Phantoms game vs. Rochester Americans, Saturday, November 25th at 7:05 pm.

How to play:

Rack your brain and figure out the answer to the brain teaser below.

Then send us an e-mail with your full name, address, daytime telephone number (where we can contact you), and the answer to the brain teaser below, to chat@corp.ptd.net All entries must be received by 10/31/23.

Good Luck! PenTeleData

Brain Teaser:

A man stands on one side of a river, his dog on the other. The man calls his dog, who immediately crosses the river without getting wet and without using a bridge or a boat. How did the dog do it?

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 **PenTeleData**



WINNER

July 2023 Contest Winner

Congratulations to Pam Thomas of Blossburg, PA.

Pam was the winner of a 4-pack of tickets to Dorney Park and Wildwater Kingdom.

QUESTION: A sundial has the fewest moving parts of any timepiece. Which has the most?

ANSWER: an hourglass

What's the Relevance of the Number 30?

- *The 30th state to join the United States of America was Wisconsin, admitted to the Union on May 29, 1848.*
- *The atomic number of zinc, an essential trace element, is 30.*
- *The 30th wedding anniversary is traditionally known as the pearl anniversary, symbolizing beauty, wisdom, and longevity.*
- *Thirty days has September, April, June, and November – a rhyme that helps us remember the months with 30 days in a year.*
- *In geometry, a regular 30-sided polygon is called a triacontagon.*
- *The highest score one can achieve in a frame of a traditional game of bowling is 30 points, accomplished by rolling three consecutive strikes.*

and...We will be celebrating PenTeleData's 30th Anniversary in 2024!

Stay tuned to our newsletters and social media pages for more history and fun facts about our company, our people, and the communities we serve. **We've got a few good contests in mind too!**

FUN FACTS

The \$1,000 bill featured Grover Cleveland on the obverse and the words "One Thousand Dollars" on the reverse. It was printed as a small-size Federal Reserve Note in 1918, 1934, and a small-size Gold Certificate in 1928 and 1934.

Goal posts were originally kept on the goal lines, but after they began to interfere with play, they moved back to the end lines in 1927, where they have remained in college football ever since. The National Football League moved the goal posts up to the goal line again in 1932, then back again to the end line in 1974.

Blue Mountain is a ridge that forms the eastern edge of the Appalachian mountain range in the U.S. state of Pennsylvania. It cuts across the eastern half of the state from New Jersey to Maryland, providing a distinct boundary between a number of Pennsylvania's geographical and cultural regions.

There are no pain receptors in the brain itself. But the meninges (coverings around the brain), periosteum (coverings on the bones), and the scalp all have pain receptors. Surgery can be done on the brain and technically the brain does not feel that pain. With that said, the brain is the tool we use to detect pain.

When we shiver, our bodies are doing the opposite of sweating. Sweating cools the body by putting a layer of liquid on the skin. Shivering tightens the skin and shakes the muscles, a process that conserves and generates heat.

One cow can produce 200,000 glasses of milk in its lifetime. In one year, a dairy cow produces 1,500 gallons, or 6,000 quarts of milk. The average U.S. dairy cow produces 22.5 quarts of milk per day.