

# PTD Chat

## PARTNER IN EDUCATION

### Moravian College

Moravian College is a private coeducational liberal arts college, offering undergraduate and graduate degrees, located in Bethlehem, Pennsylvania. Tracing its founding to 1742, Moravian College is recognized as America's sixth-oldest college and the first to educate women. The College emphasizes the deliberate integration of a broad-based liberal arts curriculum with hands-on learning experiences to prepare its 1,600 students, not just for jobs, but for successful careers. Moravian excels at transforming good students into highly competent graduates who are ready to enter the workplace with confidence or shine in graduate school.

Students benefit from Moravian College's strong academic majors, opportunities for internships, undergraduate research and scholarship, and programs that foster a deeper enjoyment of life. The 12:1 student-faculty ratio means students get personal attention from a scholarly and dedicated faculty who ensure their success. The proof is in the results, 97% of students who earn a bachelor's degree, do so in four years.

Moravian College issues a MacBook Pro laptop and an iPad to all incoming freshmen to enhance learning and help students gain the 21st-century knowledge and skills that will be transferrable over numerous careers. The College offers 50 programs of study; business, education, health professions, social and biological sciences are among the most popular.

Their strong athletics, music and art programs, and more than 80 clubs and organizations, offer healthy physical and creative outlets for every student. Moravian has a long history of educating and developing leaders in many fields. Students leave Moravian College with the skills, knowledge, and support necessary to more deeply enjoy life, work, and their role in the world. More than 90% of its graduates are employed or attending graduate school within ten months of graduation.

With all of this in mind, it's no surprise that technology and reliable Internet connections are a vital part of the day to day operations at Moravian. In fact, the school was PenTeleData's very first commercial customer.

Scott Hughes, Chief Information Officer at Moravian College, explains why our services work well for the school, "PenTeleData's reputation for quality and their uptime stats in the Lehigh Valley are better than most. Although their uptime is published as 99.999%, we've experienced 100%. This allows us to provide the service and speed our students and faculty demand. When we do have a question or concern, calling for assistance feels like we are calling family, not an Internet service provider."

Interestingly enough, in 2002, Moravian College's Network Engineer Jim Beers had the same sentiments about the reliability of our network, "One thing that I can say about our PenTeleData Internet service is that it's rock-solid. We never have down time."

*"PenTeleData's reputation for quality and their uptime stats in the Lehigh Valley are better than most...We've experienced 100%!"*

*- Scott Hughes,  
CIO, Moravian College*



*PenTeleData brings reliable speed to the Greyhound student population.*

The PenTeleData partnership has invested more than \$300 million in fiber optic infrastructure with over 9,000+ miles of fiber optic cabling. From our fully redundant connections to peering with large global content providers, we make sure that our connections are always available and backed by the support of our 24/7 Network Control Center. Looking ahead, Moravian College will continue to expand their connectivity to the world and with our NextGen Network featuring increased speeds, Quality of Service, Distributed Denial of Service Mitigation, Wave Services and Layer 2 VPNs, PenTeleData will be sure to offer everything they need to stay on the cutting edge of technology.

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## From the Manager's Desk...

### Dear Valued Customers,

Happy New Year! As we look forward to the coming months, I want to reiterate that customer education is a top priority for everyone here at PenTeleData. That's why we post monthly Customer Education Contests with helpful security tips at [www.ptd.net/securitytips](http://www.ptd.net/securitytips), share weekly tips on our Facebook page, and provide access to our Account Management interface where you can find valuable information about your services from us.

To manage your account, visit our webpage at [www.ptd.net](http://www.ptd.net). The link to access this important information is located on the right side of the page, by clicking on the menu selection of "Account Management". Then, just login with your username and password to view your account details.

As always, we're available 24/7 to answer your questions and concerns at 1.800.281.3564 or via our online chat support on our homepage.

Thank you for your business and continued support.

Best regards,  
Jaime Mendes, V.P. of Operations, PenTeleData

## Events

**MARCH 28, 2015**

Greater Pocono Chamber of  
Commerce Expo  
10AM- 6PM  
Koehler Field House,  
East Stroudsburg University

## NextGen Network Update: Distributed Denial of Service Mitigation

DDoS (Distributed Denial of Service) attacks target a connection with traffic, with the goal of taking service offline. Any business can be a target and anyone with an Internet connection can find tools to launch an attack. These attacks can target connection bandwidth, security infrastructure, and a wide variety of applications that companies rely on, including HTTP, HTTPS, VoIP, DNS, and SMTP.

Motivation for these attacks can vary. Some may use DDoS to make a political statement, others to extort money. Attacks may also be a smokescreen to cover other illegal activity. While administrators focus on getting their website

online, the offender can plant malware or steal information.

As part of our NextGen Network upgrade, we have implemented equipment that constantly monitors traffic entering from the Internet. When these devices notice an attack being generated towards our users it automatically routes the traffic through a specialized device that handles scrubbing out the nasty bits and sending on all the rest— in a totally transparent manner! When the attack stops, the traffic is routed back via the normal path.

On Saturday, October 4, 2014 at approximately 4:30pm EST, a large scale Distributed Denial of Service attack occurred and was directed at our network. This attack could have caused wide spread issues and affected all customer traffic. Because of proactive planning and our quick response, the attack was mitigated and our network traffic returned to normal within minutes.

### PENTELEDATA'S COMPUTER PATROL HAS A NEW WEBSITE!

Our Computer Patrol team has been busy at the PPL Center and the Lehigh Valley Phantoms, but we've been busy in the office too....updating their image! We recently launched the newly designed website at [www.ptdpatrol.com](http://www.ptdpatrol.com). It's full of helpful information for both homes and businesses, including a listing of our services and pricing to some interesting facts. (Did you know that PenTeleData and our partners have invested over \$300 million in our fiber optic infrastructure and over 9,000 miles of fiber optic wiring?)

# PenTeleData is the Official Internet Provider for the Lehigh Valley Phantoms!



PPL Center is a state-of-the-art multipurpose arena located in downtown Allentown, PA. The arena seats more than 10,000 for concerts and more than 8,500 for Phantoms professional hockey games, making it the region's largest events venue. Plans for the arena, which is the main catalyst to the revitalization and growth of downtown Allentown, include everything from the Phantoms, the AHL affiliate of the NHL Philadelphia Flyers to live concerts, trade shows, figure skating events, youth sports, high school and collegiate events, and much more.

What does all of that have to do with PenTeleData and our Computer Patrol? In short, Computer Patrol was engaged to design and implement the core data network for PPL Center, home of the new Lehigh Valley Phantoms.

We designed a fully redundant L2 (Layer 2) switched LAN (Local Area Network) with 10 GB fiber backbone connecting to redundant ASA (Adaptive Security Appliance) firewalls with 100 MB Burstable Internet feeds. These supply the corporate networks for the Phantoms Hockey organization (including the arena and all food and beverage operations), more than 200 wired and wireless POS terminals (including additional support for Chickie's and Pete's Crab House and Sports Bar and Crust, a coal-fired pizza restaurant), more than 250 VOIP phones, wired and wireless connectivity for their ticketing system, security cameras, building automation and environmental controls, Unleashed public Wi-Fi Access, Internet access for the team locker rooms and performer needs, general connectivity for media operations, and a Microsoft virtual server environment in a redundant failover cluster for windows domain services and backup functions.

Phew! That's a lot! It's no surprise that all of the functions listed also require tons of equipment to create the core infrastructure. Computer Patrol ordered and supplied that too, including fiber switches, L2 switches, wireless controllers, access points, servers, software, desktop PCs, laptops and office productivity software.

First the Lehigh Valley IronPigs, and now the Lehigh Valley Phantoms, PenTeleData is proud to be the Official Internet Provider for the Lehigh Valley Pro Sports teams!

## Suites and Treats at the Lehigh Valley IronPigs' Coca Cola Stadium

Each fall, IronPigs Charities hosts a safe trick-or-treating event for underprivileged Lehigh Valley children who might not otherwise have the opportunity to trick-or-treat. Children are invited through various non-profit organizations, including: Boys and Girls Clubs, Miracle League of the LV, Pediatric Cancer Foundation of the LV, Dream Come True, Sixth Street Shelter and several others.

The sixth annual event was held on October 29th on both the Club Level and Clubhouse Levels at Coca-Cola Park. As a marketing partner with the IronPigs, PenTeleData was invited to participate in the event.

We decorated a designated suite with a Disney Frozen theme, complete with lights and music. Our employees volunteered their time and efforts to create costumes and wear them to hand out candy. The response from all who participated is that was a very rewarding experience, so we'd like to thank the Lehigh Valley IronPigs for hosting such a worthwhile event!



## Contest

**JANUARY 2015:**

PenTeleData is giving one lucky winner a family 4-pack of tubing or skiing passes to their choice of Blue Mountain Ski Area in Palmerton, PA; CamelBack Ski Area in Tannersville, PA; Ski Sawmill in Morris, PA; or Ski Denton in Coudersport, PA.

**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](mailto:chat@corp.ptd.net) All entries must be received by 1/31/15.

**Good Luck!  
PenTeleData**

**Brain Teaser:**

**At the sound of me, men may dream or stamp their feet. At the sounds of me, women may laugh, or sometimes weep.**



## Fun Facts

The smallest post office in the country is the converted 8-foot x 7-foot shed that serves the 200 families living in and around Ochopee, Florida, zip code 33843.

A chicken will lay bigger and stronger eggs if you change the lighting in such a way as to make them think a day is 28 hours long.

Chocolate contains the same chemical, phenylethylamine, that your brain produces when you fall in love. But don't have too much — an excess of phenylethylamine makes people very nervous.

The profile of the average computer virus writer is age 14-24, talented, bright, and driven by a rebellious, adolescent need to call attention to himself.

The pupil of the eye expands as much as 45 percent when a person looks at something pleasing.

During Canada's summers, an average of one tornado every five days is reported in Canada, compared to five tornadoes every day in the United States.

The first telephone book ever issued contained only 50 names. It was published in New Haven, Connecticut, by the New Haven District Telephone Company in February, 1878.

A raisin dropped in a glass of fresh champagne will bounce up and down continually from the bottom of the glass to the top.

The fastest of all fish in the sea is the swordfish, streaming forward at speeds near 68 miles per hour.

A McDonald's straw will hold 7.7 ml, or just over one-and-a-half teaspoons of whatever you are drinking. This means that it would take 17,000 strawfuls of water to fill up a 34 gallon bathtub.

# OCTOBER 2014 CONTEST WINNER!

JAN 2015  
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**Congratulations to Susan Class of Easton, Pa.**

**Susan was the winner of a Family 4-Pack of Tickets to see Penn State vs. Michigan State Football game on November 29, 2014.**

QUESTION: Where is the zombie's favorite room in the house?

ANSWER: The Living Room



## Don't Become the Victim of a Scam!

*"You are entitled to a large medical malpractice settlement."*

*"Congratulations! You've won a dream vacation. Just send us \$300 to cover the taxes."*

*"I'm calling from (insert well-known software company here). Your computer has a virus, just log in right now and follow my instructions to fix it."*

Whether it's a phone call, an email or a good old fashioned letter in the mail, scams are always on the increase, so it's important to understand what it is and how to avoid becoming a victim. Scammers use social engineering, which is basically the "art" of getting people to drop their guard and reveal answers to questions that they'd usually refuse. Although the person may seem unassuming and respectable, they may be able to gather enough details to steal an identity, access bank accounts, enter your home or workplace, or many other devastating scenarios.

### Here's what you can do to protect yourself:

- > Be very leery of unsolicited phone calls, visits, or email messages that request any type of personal or confidential information. Even if someone seems to know about you, your family or your employer, they could have obtained those details from a social networking site. For example, did someone post vacation pictures, the results of a ball game, or your spouse's name?
- > Do not give sensitive information to anyone unless you are sure that they are indeed who they claim to be and that they should have access to the information. NEVER share passwords, Personal Identification Numbers (PIN) or access codes.
- > No matter who you are dealing with (even your bank, utility providers, etc.) you should never, for any reason, include personal or financial details like account numbers, login names, passwords, or social security numbers in an email. In addition, unless a hyperlink is clearly written or stated do not click any links in the email.
- > Do not reveal personal or financial information in email and do not respond to solicitations. If you are unsure whether an email request is legitimate, try to verify it by contacting the company directly via the contact information on your latest statement.
- > Don't send sensitive information over the Internet before confirming the website's security.