PTD CHAT

Partner in Business

ArtsQuest

ArtsQuest is a nonprofit arts and cultural organization that presents Musikfest, the nation's largest free-admission music festival; Christkindlmarkt Bethlehem; the Banana Factory arts center and the programming at the SteelStacks arts campus on the former Bethlehem steel site in Bethlehem. Their focus is presenting dynamic art experiences for the community, while using arts and culture to support the city and region's tourism and economic development efforts. They offer more than 3,000 concerts, classes and programs annually, with nearly 50 percent of these free to attend.

ArtsQuest and PenTeleData have worked together for over a decade.   Curt Mosel, Chief Operating Officer at ArtsQuest, described our relationship, explaining, "PenTeleData's customer service and technical expertise in the industry are second to none. In fact, we consider them the premier broadband service in our region. We're also proud to call PenTeleData a Musikfest partner for the past eleven years, honoring the company with a Musikfest Founders Award on the opening night of this year's festival for their role in helping Musikfest grow into one of the largest music festivals in the country.

"PenTeleData provides our employees, who are located in three different buildings, with year-round dedicated fiber optic services, and the thousands upon thousands of people who attend Musikfest are also able to use the free PenTeleData Community Wi-Fi service each year. In fact, it was only last year, thanks to PenTeleData and partner Service Electric, that we were able to offer festival-wide Wi-Fi at Musikfest for the first time. One of the things we really appreciate about PenTeleData is how they've been able to accommodate our needs as we've grown as an organization and as we've grown in the community."

Photo courtesy of Keith Huylebroeck

Network reliability and customer support are always a priority, so when asked about PenTeleData's services, Mosel added, "PenTeleData's network is very reliable and on the very few times we've had any issues, their customer support and technical support staff are always very quick to respond and provide a solution. It's one of the hallmarks that makes PenTeleData stand out. Every year during Musikfest, PenTeleData works with us to substantially increase our bandwidth in order to accommodate the one million people who visit the festival over the ten days of the event. They also worked with us this summer to help with some special requests and needs related to live WFMZ News broadcasts from the festival grounds. The process always goes seamlessly. In fact, at the beginning of Musikfest 2017, PenTeleData's Vice President of Operations called me personally to see if we had any concerns or questions. It's somewhat rare in the industry to have a senior leader reach out directly to a client, but it really highlights the company's commitment to customer service, starting at the top.

"In the years to come, we will continue to evaluate our technology needs, both as an organization and for the million-plus people who visit Musikfest and SteelStacks each year. PenTeleData has been there for us when we've needed them, and we look forward to continuing this relationship well into the future."

PenTeleData.

Dear Valued Customers,

Welcome to the autumn edition of our "PTD Chat". In keeping with our commitment to customer education, we've decided to share some important facts about identity theft. Identity theft occurs when someone steals your personal information and uses it without your permission. It happens to millions of Americans every year and can cause trouble with your finances, credit history and reputation. Identity thieves can drain your bank account, run up charges on your credit cards, open new accounts, get medical treatment on your health insurance and in some extreme cases, even give your name to police during an arrest.

Anyone can become a victim of identity theft, so I encourage you to look over the article in this newsletter. Being proactive and vigilant about protecting your personal information could save you time and money.

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, www.ptd.net.

Thank you for your business and continued support.

Best regards,
Jaime Mendes,
Vice-President of Operations, PenTeleData

PenTeleData Community Wi-Fi

For the second year in a row, PenTeleData and Service Electric are proud to have provided community Wi-Fi at Musikfest. Whether visitors were downloading the Musikfest app, checking email or searching for traffic patterns, they could access Wi-Fi at on the festival grounds by providing a name and valid email address. Here are some statistics you may find interesting:

Users:
- Total number of users over event: 15,273
- Most users in a single day: 2,178
- Average users per day: 1,267
- Top day: August 5th, followed by August 12th

Data transfer:
- Total GB transferred: 655GB/410GB
- Max single day data transfer: 92GB/64GB
  Average data transfer: 59GB/37GB
- Top day: 8/12 followed by 8/05
- Data per user: 43MB

Top destinations:
- Facebook: 154GB
- Google: 124GB

(These two providers make up 52% of the total consumed traffic)
- Apple: 65GB

Top devices:
- Apple iOS devices (the clear winner): 8,247 devices
- Android: 5,281 devices
- Blackberry: none (confirmed dead)

The information we gather by offering Community Wi-Fi allows us to plan for additional W-Fi opportunities for our customers in the future, including the possibility of regional and/or national Wi-Fi roaming capabilities to our customers.

PenTeleData is the Recipient of a 2017 ArtsQuest Founders Award!

The word community is derived from the Latin communitas, which is derived from communis, which means "common, pubic, shared by all or many". At PenTeleData, we're proud to be part of the community and are honored to have received a 2017 ArtsQuest Founders Award.

The Founders Awards were established in 2003 to recognize ArtsQuest partners that have played integral roles in helping Musikfest continue to grow over the years while remaining free for all to enjoy. Curt Mosel, COO of ArtsQuest, the non-profit organization that presents Musikfest, explained, "One of the reasons Musikfest is able to offer more than 500 free music and art performances every year is the support of our many community-focused partners. We are honored to recognize three of our outstanding local businesses and long-time festival partners for their support of our event and our programming over the years has made it possible for countless people to enjoy all the music, food and fun of the event."

The Convenience of Technology and the Risk of Identity Theft

Modern technology offers convenience like never before, but not without a few hidden dangers, including identity theft. Identity theft is a serious crime and it involves the compromise and unauthorized use of an individual's name, social security number, date of birth, and other personal information that an imposter can use to commit fraud. This may include opening credit card or utility accounts in your name, make purchases, collect a tax refund or otherwise benefit financially.

One of many examples of identity theft recently happened to a local family. After noticing a few small "odd" charges to their checking account, it became apparent that something was wrong. Soon after, larger fees started appearing. In fact, someone visited their bank at an out of state branch and took cash withdrawals from the teller. Although they may never know the original source of the breach, collaborative information from others in the community points to the likelihood of skimming at a popular gas station.

Skimmers are electronic devices that thieves insert into card readers to record data from the magnetic strips of a debit or credit card. Criminals place the skimmer inside the card reader cabinet or device card slot, sometimes with a tiny camera to capture the personal identification numbers to match. This happens most often at gas pumps, ATM machines, in a restaurant or bar, in department stores, in when ordering goods or services over the phone with a call center, especially in foreign countries where the phone operators receive very low wages. The magnetic strips provide your name, card number, expiration date, and other details. If that information is stolen (whether manually or by a card skimming device), it can be used to create a fake card – with a magnetic strip that has the same information as your card. When possible, it may be best to use the newer credit card "chip" technology, since the information on the chip changes with each transaction.

According to the Federal Trade Commission (FTC), there are many ways that you might discover that someone is using your information. You might get a notice from the IRS or find unfamiliar accounts on your credit report. You might notice strange withdrawals from your bank account, get bills that aren't yours, or get calls about debts that you don't owe.

PenTeleData

The Convenience of Technology and the Risk of Identity Theft (continued)

If you see one of these warning signs of identity theft, act quickly. Taking these steps will help you limit the damage. IdentityTheft.gov will guide you through each step.

1. Call the companies where you know fraud occurred.
2. Place a fraud alert on your credit reports and get copies of your report.
3. Report identity theft to the FTC.
4. File a report with your local police department.

Then, take a deep breath and begin to repair the damage. Depending on your situation, your next step might be closing accounts opened in your name, or reporting fraudulent charges to your credit card company.

Ultimately, the goal is to prevent identity theft from happening at all, since it can take time, money and extreme patience to resolve. A little knowledge and a few proactive precautions can help, including:

- Read your credit card and bank statements carefully and often.
- Know your payment due dates. If a bill does not show up when you expect it, look into it.
- Read the statements from your health insurance plan. Make sure the claims paid match the care you got.
- Shred any documents with personal and financial information.
- Review each of your three credit reports at least once a year. Visit annualcreditreport.com to get your free reports. Initiate fraud alerts if you think you may be a victim of identity theft.
- Ask your bank to limit in-person cash withdrawals to your local branch.
- Notify your bank before going on vacation so that they are aware of a change to your typical card usage.
- Be very careful of any transactions requiring the use of your debit card PIN where clerks or other bystanders could gain access to the card and the PIN at the same time.
- Be mindful and deliberate of the type of personal information you put on your social media site. The adage "less is more" is wise to follow.
- Be careful to whom you give personal identifiable information such as your social security number (SSN). Do not give out your phone number, address, SSN or any combination thereof to anyone unless you initiated the contact.

Fun Facts

Although typically not grown in the United States, bananas are one of those fruits that are grown somewhere in the world year-round.

A hen with a white earlobe will always lay white eggs, whereas hens with red earlobes can lay brown, blue or green eggs. Araucana and Ameraucana breeds, also known as the "Easter Egg Chickens", famously lay varying shades of green and blue eggs.

The left lung is slightly smaller than the right lung because 2/3 of the heart is located on the left side of the body. The left lung contains the cardiac notch, an indentation in the lung that surrounds the apex of the heart. Each lung consists of several distinct lobes.

The true fruit of the cashew tree is a kidney or boxing-glove shaped drupe that grows at the end of the cashew apple. The drupe develops first on the tree, and then the pedicel expands to become the cashew apple. Within the true fruit is a single seed, the cashew nut.

Horsepower (hp) is unit of measurement of power, the rate at which work is done. The most common conversion factor, especially for electrical power, is 1 hp = 746 watts. The term was adopted in the late 18th century by Scottish engineer James Watt to compare the output of steam engines with the power of draft horses.