

# THE NetworkGuy

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## What's Inside...

Letter from V.P.

The Network Guy Quiz Challenge

What Online Content Have Our Customers Been Using Most?

Beware and Be Cautious with the Recent Uptick in Email SPAM and Scams

Learn from The Network Guy



## Learn from The Network Guy

**I am having Internet connection issues or lag...What do I do?**

**Answer:**

*Before calling us try this:*

**Power-cycle your cable modem and router:**

Unplug the power cable from the cable modem for a few minutes.

If you have a router, you should power-cycle that as well. Then after about a few minutes plug the modem back in--When the modem is back online 100% meaning the lights are all lit THEN if you have a router you may now plug that back in as well.

If following the suggestions above did not resolve your problem, please contact our Technical Support Department and a technician will assist you further. You may be required to disconnect any additional networking equipment when speaking to our Technical Support Department in order to assist in the troubleshooting process.

Dear Valued Customer,

Welcome to our new monthly newsletter, *The Network Guy*. We know that technology is constantly evolving, so we're introducing this customer newsletter as a supplement to our quarterly newsletter, the *PTD Chat*. Our intent is to keep you informed about tech tips, products, security, and anything else that may be relevant to your Internet services. We know you're busy, so we'll keep the articles short, yet informative and our hope is The Network Guy can be I.T. for your home! We look forward to staying in touch with you more often and hope that you'll be sure to watch for our email. It will arrive in the beginning of each month. In addition, we'll be giving out some great prizes, so be sure to enter the contest each month.

**Thank you for your business and continued support.**

Jaime Mendes  
Vice-President of Operations  
PenTeleData

## The Network Guy Quiz Challenge

PenTeleData is giving one lucky winner a \$100 Amazon Gift Card. Just send an email to [chat@corp.ptd.net](mailto:chat@corp.ptd.net) with your guess to the question. Please include your full name, address, and daytime contact telephone number. All entries must be received by 7/31/20. We will select a winner at random from all correct entries. **Good Luck!**

**If you were to upload a large 50 GB file (unlikely, but possible), how long would it take if you were using a One Gig Internet plan that includes upload speeds of up to 40 Mbps?**



## What Online Content Have Our Customers Been Using the Most?

During the month of May, the top three content providers on our network were Netflix (43%), Google (30%) and Facebook (12%). Video accounts for 76% of total network traffic followed by Social Media at 9% then Gaming at 6.8%.

We cache (pronounced “cash”) content on our servers, which means we save content locally to speed up access to data and reduce demand on our network. For example, if you download a movie from Netflix, it is saved on our servers so that the content is readily and quickly available for the next Netflix user who requests the same movie.

When it comes to Internet speed, most people would agree that faster is better. But how much do you really need for your average household use? For light Internet users, paying for gigabit speed might not make sense. On the other hand, if you love streaming video, online gaming, and/or use multiple connected devices at the same time, higher speeds mean a better online experience.

Our partner, Blue Ridge Communications, gives this comparison on their blog:

As an example, let's look at downloading a 50 GB file. Using a 10 Mbps connection, it would take 11 hours or longer to download. With a 1 Gig connection, the same file could be downloaded in about 8 minutes. Some commonly downloaded file types, such as high-definition videos and video games, can be huge, and your Internet speed will affect how quickly they can be delivered.

Upload speed is also important, especially if you host streaming channels or upload videos. The 10 Mbps speed from the previous example was for downloads, but uploads with this plan will transfer at a speed of up to 1 Mbps. While you might not ever need to upload a 50 GB file, doing so would take approximately 5 days to upload at 1 Mbps. A One Gig Internet plan that includes upload speeds of up to 40 Mbps could get the job done in about three hours.

If you have questions about which package is best for your household, please contact our partners Blue Ridge, Service Electric or Ironton Telephone to discuss your options.

## Beware and Be Cautious with the Recent Uptick in Email SPAM and Scams

**Phishing emails are common. We receive calls from our customers several times a day about phone calls and emails that appear to be from legitimate sources but are attempts to gain access to money or enable identity theft. With the recent uptick in online shopping, these increasingly appear to be requests from Amazon. You may have seen these where it says Action required or Final Notice and the email states the card associated with your prime membership is no longer valid...these are not legit.**

Phishing emails often mention a problem with an account and ask for personal information to deal with some urgent issue. If you receive an email like this, attempt to confirm the validity of the message. You can do this by picking up the telephone and calling the organization or by visiting their official website. **DO NOT** click any links in the questionable email message and **DO NOT** give the sender of the message any personal information.

Phishing allows criminals to use your personal information for their own benefit or profit. That's why it's important to look for clues to identify whether the message is legitimate or a scam. Look out for these details:

1. Don't be fooled just because the sender uses your real name. The message can still be from a stranger across the street, across the country or around the world.
2. An informational email will not ask you to respond. Phishers generally create a sense of urgency for you to reply.
3. Click-on links can be bogus. In other words, they may not direct you to the website they appear to represent. Unless these are clearly stated addresses (and even they can be deceiving), never click on a link in an email.
4. Misspelled words and grammatical errors are often an immediate tip-off that the message is likely a phishing attempt.
5. No respectable organization or company will ask you for your social security number, account numbers, credit card information, password, or date of birth in an email.
6. If the message does not contain alternate contact information, such as a telephone number, that matches your credit card or billing statement, it is likely a scam.
7. A logo can make the message appear authentic, but anyone can copy and paste an image.
8. You should never receive an order confirmation or file attachment for an item you didn't purchase.

## What is PenTeleData Community WiFi?

PenTeleData Community WiFi allows you to take your Internet service on the go!

It's an added feature of your broadband service with our partner companies and can help you save on using cellular data. Our locations are all over our serving footprint, with special attention to outdoor areas, which make them perfect to use while you're out and about during the summer! To find a location, visit our website at [www.ptdwifi.net](http://www.ptdwifi.net). Then, while visiting one of those locations, connect to PTD Community WiFi with any WiFi capable device.