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NEWS



In this issue

Page 1:

Partner in Business:
American Bank

Page 2:

Partner in Business (Cont.)
Manager's Desk...

PenTeleData Cloud-Based
Business Phone

Page 3:

How Does it Work? Broadband,
Broadband Fiber, and Dedicated
Fiber Edition

Monthly Contest

Page 4:

PenTeleData's I.T. Services
We Got Your Back: Managed
Endpoint Detection and
Response

Contest Winner

Fun Facts

Partner in Business

American Bank

Headquartered in Allentown, PA, American Bank is an FDIC-insured, locally owned community bank dedicated to serving customers in the Lehigh Valley for over 25 years. American Bank is an early innovator of online banking technology and continues that tradition by providing customers across the country online services that make banking easy and convenient. Their online banking service, American Bank Online (available at AMBK.com), allows customers to bank using a full range of real-time online banking services including online bill pay, online ACH, transfers between accounts, transaction history, check images and e-Statements. At a time when customers need the ability to bank on the go, American Bank also has mobile banking and mobile deposit for consumer and business customers. To further enhance customers' online experience, American Bank's Virtual Assistant, "Penny," is conversational artificial intelligence (AI) technology available via the website or mobile app and provides convenient, 24/7 access to information and resources.

American Bank offers a complete selection of deposit and loan products and convenient services to suit the needs of consumers and businesses. Dedicated to providing customers superior, personalized customer service, American Bank offers some of the best loan and deposit rates available. In addition, it is recognized as a 5-Star Superior rated financial institution (the highest rating possible) by Bauer Financial Inc., designating it as one of the strongest banks in the nation.

When asked about why they chose PenTeleData to provide their Internet connections, Bob Turner, SVP/Chief Information Officer at American Bank explained, "We were in the planning stages of expanding our office locations and this provided us with an opportunity to research additional service providers not only because our needs were evol-



ing but as a means to control costs. As an organization that is headquartered in the Lehigh Valley, being able to partner with other local businesses like PenTeleData further reinforces our commitment to the community we serve. After discussing our needs with PenTeleData, we quickly came to the realization that we could increase the bandwidth at our existing locations dramatically, provide that same level of bandwidth at our new location, and take advantage of competitive cost savings at the same time.

"All of American Bank's office locations communicate with each other over SD-WAN services. This creates a secure, private network for American Bank enabling seamless communications and collaboration for our team, no matter where they are working. As a financial institution, the security of our network is of the utmost importance but being able to have our team work effectively and efficiently across our network can also not be understated."

Regarding service and reliability, he added, "Since migrating to PenTeleData approximate-

(continued on page 2)



Manager's Desk...



Partner in Business (cont.)

ly two years ago, we have experienced no recorded outages at any of our office sites. The reliability that this provides reinforces to our team and our customers that we are consistently ready and available to service their needs.

“Having knowledgeable and helpful support staff is critical when collaborating with a service provider and anyone we have worked with at PenTeleData has always provided the utmost level of service. We are currently working on a project involving PenTeleData and two other vendors and the technical staff at PenTeleData designed and tested a solution that would provide American Bank redundant connectivity to a critical vendor. The work and input provided by the Sales Engineer and the support staff at PenTeleData has been invaluable to ensuring the success of this integral project.”

Last, but certainly not least, he commented about the future relationship between PenTeleData and American Bank, and mentioned, “As American Bank continues to grow and more banking industry services become cloud based, it is evident that the demand for bandwidth will also increase. With the flexible fiber-based solutions provided by PenTeleData, we are confident that we will have the ability to expand in order to meet demand and remain at the forefront of our industry.”



Dear Valued Customer,

Welcome to the spring edition of our PTD Chat. Did you know that the PenTeleData partnership has invested more than \$300 million in fiber optic infrastructure? We have nearly 10,000 miles of fiber optic cabling that serves customers in all facets of life from homes to business. Since we are Pennsylvania's largest privately-owned fiber optic network, we have the leverage to deploy reliable, scalable fiber-based solutions, including dark fiber. Our Cloud-Based Business Phone services offer feature-rich and scalable customization to meet the requirements of any business. PenTeleData I.T. Services can support installation and maintenance for all these solutions and more, so we can also serve as your company's technology team! We're also local, so we can respond faster if you have a question or problem. As always, we're available 24/7 to answer your questions or 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
V.P. of Operations, PenTeleData

PenTeleData's Cloud-Based Business Phone

A hosted PBX is a cloud-based, virtual phone system that delivers enhanced security without costly upgrades to take advantage of newly available features as they are rolled out.

With a hosted PBX system, capabilities are remotely delivered rather than through a copper-wire phone line, providing immense flexibility and all the benefits of the cloud, including web scalability and unrivaled service agility.

- > Cloud phone solutions hold a natural advantage in the business-communications ecosystem.
- > Our hosted PBX solution provides enhanced security with signaling and media encryption, and firewall traversal and compliance.
- > Centralized cloud-based management allows IT administrators to tailor for any VoIP environment and to instantly deploy new features to all users.
- > Automatic distribution of new software updates is managed by us — instantly deploying new features for your business.
- > Any number of extensions, voicemail boxes, and conference bridges can be set up as needed for your business — without losing traditional telephony features such as call hold, voicemail, and call waiting.





How Does it Work?

Broadband, Broadband Fiber, and Dedicated Fiber Edition

Broadband cable is delivered via coax cable, which contains a copper core and is insulated with aluminum, a copper shield, and a layer of plastic. Since it utilizes electrical signals, it is inherently more susceptible to weather events. Also, as a shared connection, speeds can vary based on network traffic. Still, broadband is typically a great choice for a household and is more cost-effective, especially with bundle deals.

Broadband Fiber is our newest product and a significant leap forward in terms of speed, reliability, and performance. The most distinguishing feature of this shared fiber – also called PON, or Passive Optical Network – is its use of a single strand of optical fiber to support multiple destinations or customers. Unlike Dedicated Internet Access (DIA) with one dedicated fiber-optic strand for each customer, PON uses a single strand to serve up to thirty-two customers. Instead of DIA point-to-point architecture, PON implements point-to-multipoint architecture. To do this, there also needs to be a way to separate the data and route it to the proper destination. PON uses unpowered fiber-optic splitters to separate and collect optical signals as they move through the network. In this way, PON moves data through a single strand to multiple endpoints. By splitting the fiber at locations closer to the end user, PON also involves significantly less infrastructure than traditional dedicated fiber. And powered equipment is required only at the source and receiving ends of the signal. The result is higher reliability and speeds compared to traditional broadband connections. It's worth noting that this is still a shared connection, unlike a dedicated fiber connection that is a direct line to the premises.

Fiber is a dedicated connection that uses small, flexible strands of glass to transmit information as light. The strands are wrapped in a bundle and protected in a layer of plastic. The light is faster, can carry more data, and able to travel greater distances than possible with broadband cable. Since it is a dedicated connection instead of a shared connection, fiber offers more consistent and symmetrical speeds without the high-traffic slowdowns that happen with broadband. As a result, it is often the better choice for businesses, although fiber is more costly to provide and receive.



CONTEST

APRIL 2025:

PenTeleData is giving one lucky winner a family 4-pack of tickets to an IronPigs game on Saturday, May 24th at 6:35 pm. Lehigh Valley IronPigs vs. Buffalo Bisons

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 4/30/25.

Good Luck! PenTeleData

Brain Teaser:

A man was walking in the rain. He was in the middle of nowhere. He had nothing and nowhere to hide. He came home all wet, but not a single hair on his head was wet. Why is that?

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 PenTeleData®



We Got Your Back: PenTeleData. I.T. Services

Managed Endpoint Detection and Response

Security used to be simple for the average business. You installed anti-virus (AV) solutions, trained employees not to click on unknown links, and kept software and websites up to date. For a few low-risk companies, that may still be the case, but the vast majority of small to midsize companies now need to fortify against new, advanced threats that can get around traditional AV.

Traditional AV isn't sufficient protection for your business because AV requires regular database updates of the current virus signatures to be effective. The protection afforded by AV software is only as good as the vendor's updates. New threats arise daily, and ensuring updates get pushed out in a timely fashion is a best-effort scenario. Often, threats are discovered only after the damage is done.

Managed Endpoint Detection and Response from PenTeleData I.T. Services can protect your company's time and bottom line, so you can spend focus on running and growing your business.

- > Minimize costly downtime caused by threat incidents – Protect against damage done by the latest threats with fast AI-based threat detection, containment, and automated system remediation.
- > Protect your business from ransomware attacks – Gain peace of mind by using Managed EDR to roll back all devices to their pre-threat state. Simply click and restore infected machines to full productivity, no matter which strain of ransomware is holding them hostage. There's no need to pay expensive ransoms to cyber-attackers or hire high-priced consultants to rebuild network access.
- > Increase employee productivity – Eliminate threats that outwit traditional AV solutions and maintain faster device performance, creating fewer distractions.

For more information, call us today at 1-800-331-5060.

WINNER

January 2025 Contest Winner

**Congratulations to Gregory Bischer of
Stroudsburg, PA.**

Gregory was the winner of a 4-pack of tubing passes to Blue Mountain.

QUESTION: Your parents have six sons including you and each son has one sister. How many people are in the family?

ANSWER: Nine—two parents, six sons, and one daughter

FUN FACTS

The one-cent coin was made legal tender by the Coinage Act of 1864. In 1909, Abraham Lincoln was the first historical figure to grace a U.S. coin when he was portrayed on the one-cent coin to commemorate his 100th birthday. The Lincoln penny was also the first U.S. cent to include the words "In God We Trust."

The average cloud weighs over one million pounds.

Early American settlers called bison "bufello" due to the similar appearance between the two animals, and the name "buffalo" stuck for the American variety. But it's wrong. The American bison (*Bison bison*) lives only in North America, while the two main buffalo species reside in Africa and Asia.

As usual, science comes to the rescue to explain the foamy goodness that tops an ice-cold root beer float. When carbonated root beer comes into contact with the ice cream, carbon dioxide bubbles are released. Likewise, the soda helps to free air bubbles trapped in the ice cream.

Sharks have swum in the oceans for almost 450 million years. But longevity is only part of the story. That extra few million years of evolution have enabled many shark species to develop some extraordinary abilities as perfect predators.

Left-handedness is less common than right-handedness. Left-handed people are more skillful with their left hands when performing tasks. Studies suggest that approximately 10% of the world population is left-handed. Mixed-handedness is the change of hand preference between tasks.