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Partner in Business

First Northern Bank and Trust

First Northern Bank & Trust Co. was Palmerton Borough's first financial institution and has been serving the community since 1907. Over the years, the decisions of their management team have succeeded in keeping them strong and stable while establishing a tradition of legacy banking that continues to this day. As a local, independent, community bank, First Northern Bank & Trust Co. is a solid, reliable financial institution that invests in the area to stimulate economic growth and create jobs. Their employees care deeply about the communities they serve and value the roles they play in helping the region prosper.

First Northern Bank & Trust continues to grow and prosper in four of Northeastern Pennsylvania's most beautiful counties: Carbon, Lehigh, Monroe, and Northampton. They offer eleven convenient branch locations and local decision-making. Their personal and business financial services include Online and Mobile Banking, Mobile Deposit, Checking and Savings Accounts, Loans and Lines of Credit, Home Equity Loans, Residential and Commercial Mortgages, CDs and IRAs, a First-Time Home Buyers Program, and much more. First Northern Bank & Trust Co. is a Member FDIC, Equal Housing Lender. They combine personal service with technology to make banking quick, easy, and convenient. In a world where so many are treated as a number, they know their customers by name.

First Northern Bank and PenTeleData are both local and Palmerton hometown proud, so it's no surprise that when we asked Shawn Griffin, VP / Chief Technology Officer, about why they chose PenTeleData, he said, "First Northern Bank & Trust has had a long standing relationship with PenTeleData. We have been customers as early as the late 90s and were early adopters of fiber solutions.



Their dependable fiber circuits securely connect all of our branch locations. Their fiber provides banking services to our customers at each of our local community locations while having reliable and safe networking access to the resources our employees need. This helps us accomplish our goals in servicing our customers as efficiently as possible. The hosted voice solutions helped us create decentralized phone communications to more reliably ensure customers questions are answered."

Regarding our service, he added, "PenTeleData has been very reliable. Our connectivity becomes an afterthought even though it should NOT be since it's very important. It's just something we've not had to worry about, our fiber connections are just always there. The support we receive from PenTeleData's staff is always excellent. Serving in a support role myself, I can see when someone is genuinely trying to help resolve the issue and they always do. I empathize with not knowing the answer right away but working towards the solution, keeping the customer updated even when progress feels slow. I always appreciate

(continued on page 2)

Manager'sDesk...



FEATURE Partner in Business (cont.)

my interactions with them. During our implementation of PenTeleData's hosted voice solution, the sales engineer was and has been an excellent resource. She is extremely thorough, organized, and proactive. She was genuinely invested in the success of the outcome, not just to sign off and move on. Even in subsequent months her support by proactively reaching out to me on the success of our phone system is deeply appreciated.

"A few years ago, I took on the project of revamping the bank's phone systems. I quickly learned that I was in over my head. Our PenTeleData account representative was instrumental in helping me. Prior to that, I didn't know PenTeleData had a hosted voice product. It took multiple phases to complete the project, from consolidating our existing providers to researching each line to find whether it was necessary to keep or not. Then, I worked with PenTeleData's teams to design and roll out the connections needed to facilitate the hosted solution. Finally, we worked on an implementation that was incredibly well-coordinated to change over the entire bank's phones with almost no interruptions to business operations."

Regarding the future, he explained, "As with any company whose intentions are to grow, so will infrastructure needs, and PenTeleData is our partner in this. Internet services have to grow, reliability becomes increasingly more important, leveraging various cloud solutions is a must. While the bank seeks to grow, some of our long term technology goals surround scalability and specifically scalability of business continuity. SD-WAN is one of many technological solutions that come to mind to help us offer products and services to an even wider audience of customers while benefiting our current customer base."



Dear Valued Customer,

Welcome to our summer edition of the PTD Chat, our quarterly newsletter. One topic we cannot mention often enough is Internet security. No matter how many emails, newsletters, and other warnings we send out, too many of our customers fall victim to on-line criminals. Please remember that PenTeleData will never ask our customers for personal information in an email.

In fact, we offer new Internet security tips each month and some great prizes too! When we introduced our customer education contests in 2011, we couldn't have known how fantastic the customer response would be. In fact, many of you have even made it a point to thank us and mention how helpful you've found the information. Our goal is for you to be as cybersmart as possible, so we hope you'll start or continue to check back each month at www.ptd.net/contest.

Thank you for your business and continued support.

Best regards,

Jaime Mendes
V.P. of Operations, PenTeleData

PenTeleData and the Lehigh Valley IronPigs are a Winning Team!

PenTeleData is proud to support the Lehigh Valley IronPigs at Coca Cola Stadium. Our I.T. Services helps behind the scenes, because on game day, network reliability is one of the most important factors, second only to winning. We're their full time I.T. team, without them having to pay the salary of a full time I.T. person on staff.

Our fully managed RPM (Remote Proactive Maintenance) package provides all preventative maintenance, troubleshooting and support, and, where appropriate, product replacement for covered devices. Their management and players can focus on the game while we handle the behind-the-scenes action, giving them peace of mind for one set monthly rate. We manage the workstations and servers to include providing updates, managing the endpoint detection and response, managing backups, and even end user training for cyber security topics like phishing. We monitor and manage all their network infrastructure, often detecting and resolving a problem before the customer even knows. If a problem requires intervention, we will remotely resolve it, however if that doesn't work, then our next available I.T. Specialist is enroute to resolve the issue.

The Lehigh Valley IronPigs players know baseball. It takes specific talents to win. PenTeleData knows I.T., in fact, we have over thirty years of practice and experience. Together, we're a winning team!



Mobile Security

You've probably heard at least one dad say, "Look it up on the computer in your pocket." Our smartphones have tremendous computing power, but with convenience comes risk. Let's talk about mobile security.

The most common way hackers gain access to mobile devices is **phishing and smishing** (text message phishing) that asks the user to click a link or download a file that introduces malware to the device.

Another culprit is malicious apps. The app may look legitimate but actually be loaded with malware. Besides using only reputable and official sources for downloading, enabling encryption on your device may also help.

Public WiFi is also a concern. Hackers will often set up fake WiFi hotspots. When someone joins, they can see everything sent across their network. They will steal login passwords, documents, and anything else they can potentially use. If you need to use public WiFi, use a Virtual Private Network (VPN) to create a secure tunnel for your information so hackers won't be able to see your data.

PenTeleData's Managed WiFi for Multi-Dwelling Units

Have you heard about PenTeleData's Managed WiFi solution for multi-dwelling units (MDU)?

It incorporates managed WiFi capabilities for apartment buildings, condos, and similar multifamily properties with an MDU solution that leverages managed WiFi technology to deliver personalized, property-wide connectivity.

To learn more, visit
<https://www.penteledata.net/MDU>

We'll See You This Summer

Summer is here, so look for us at your local fairs, trade shows and sporting events. When you see the PenTeleData name at Musikfest, The Bloomsburg Fair, or any of the others, stop by to say hello – we're always glad to meet our customers!

CONTEST

JULY 2025:

PenTeleData is giving one lucky winner a family 4-pack of tickets to CamelBeach outdoor waterpark in Tannersville, 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 All entries must be received by 7/31/25.

Good Luck! PenTeleData

Brain Teaser:

What has cities, but no houses; forests, but no trees; and water, but no fish?



WINNER

April 2025 Contest Winner

Congratulations to Ken Jones of Danville, PA.

Ken was the winner of a 4-pack of IronPigs tickets.

QUESTION: 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?

ANSWER: The man was bald

Seven Rules of Life

John Wooden, 10x National Champion Coach for UCLA Men's Basketball, held seven consecutive NCAA titles, four undefeated seasons, 12 Final Four appearances, 15 Pac-8 Conference titles, and is highly regarded as one of the greatest coaches who ever lived. John Wooden didn't just coach basketball. He coached life. His wisdom went beyond basketball.

HE LIVED BY A SET OF SIMPLE BUT POWERFUL RULES, COMMONLY PUBLISHED AS JOHN WOODEN'S SEVEN RULES OF LIFE:

1. Be true to yourself. You are who you are. If we are not true to ourselves, we cannot be true to others. Don't try to be someone you are not. Be honest with yourself. Be the best version of yourself that you can be. That is all you can ask for.
2. Help others. Sharing and giving back to others brings you joy. Be kind to your neighbor. Lend a helping hand. Be a servant leader, not a self-serving leader.
3. Make each day your masterpiece. Each day is new. Treat it as such. Have a great attitude. Give your best effort. Make the most of each day. Get 1% Better Each Day - This is the goal.
4. Drink deeply from good books. Be a life-long learner. There is so much to know and learn in this world. Seek knowledge every chance you can.
5. Make friendship a fine art. Life is about relationships. The happiest people have the deepest relationships. Don't take friendship for granted. Be purposeful. Connect with others. Be a great friend. Make someone else's day with your kind words.
6. Build shelter against a rainy day. Plan for the Future. Have Faith. Your Faith is your Greatest Shelter.
7. Be grateful. Give thanks for blessings. "How much more pleasant this world would be if we magnified our blessings the way we magnified disappointments." Give thanks for what you have been given. So many people have it so much worse than you do. Always remember this.

FUN FACTS

The eyeball is the only organism which does not grow from birth. It is fully grown when you are born. When you look at a baby's face, you see mostly iris and little white. As the baby grows, you get to see more and more of the eyeball.

Potato skin contains B vitamins, vitamin C, iron, calcium, potassium and other nutrients. Potato skin also provides lots of fiber, about 2 grams per ounce. If you eat a medium baked potato, including the skin, you'll get nearly 4 grams of fiber, 2 milligrams of iron and 926 grams of potassium.

Picasso was exceptionally prolific throughout his long lifetime. The total number of artworks he produced has been estimated at 50,000, comprising 1,885 paintings; 1,228 sculptures; 2,880 ceramics, roughly 12,000 drawings, many thousands of prints, and numerous tapestries and rugs.

A hive of bees must fly 55,000 miles to produce a pound of honey. One bee colony can produce 60 to 100 pounds of honey per year. An average worker bee makes only about 1/12 teaspoon of honey in its lifetime.

1918, Walt Disney was 16 – too young for the military. When he heard that the Red Cross Ambulance Corps would accept 17-year-olds, he lied about his age, joined, and began training. The war ended, but the Ambulance Corps still needed 50 more men, and Walt was the fiftieth selected. For the next year, Walt drove an ambulance, chauffeured officers, played poker, started smoking, and wrote letters. He made money with another young man painting helmets with camouflage colors, banging them up to look battle-scarred, and then selling them to Americans in search of realistic souvenirs.