

JULY 2026



PTDCHAT

vol. 25
iss. 3

CUSTOMER
NEWS

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Partner in Business

TierPoint

PenTeleData is proud to provide Dark (Unlit) Fiber for TierPoint, a security-focused, cloud-forward, and data center-strong champion for untangling the hybrid complexity of modern IT. After acquiring a single data center in Dallas in 2010, TierPoint grew both organically and through a series of other acquisitions, including Xand in 2014, Hosted Solutions in 2015, and Cosentry in 2016. Along the way, they expanded their team of first-rate technology professionals, developed a suite of industry-leading cloud and managed services, and built a portfolio of facilities that include 40 world-class data centers across 20 U.S. markets coast-to-coast. Over its history, TierPoint has distinguished itself by fostering a culture of superior service, supporting one of the largest customer bases in the industry. These customers are comprised of thousands of companies, from the public to private sectors, from small businesses to Fortune 500 enterprises. Today, TierPoint continues investing in its extensive lineup of services to help these customers achieve their critical business outcomes.

When asked about what they value about their relationship with PenTeleData, Paul Mazzucco, Chief Information Security Officer at TierPoint, explained, "PenTeleData is our trusted security partner. In the early days of AI, internal testing revealed that we were unintentionally exposing data. To correct this, I asked for two separate fiber lines to segregate and balance load our data. We rely on PenTeleData's Dark Fiber for low latency and robust, reliable connections."

In short, Agentic AI is an Artificial Intelligence system that can accomplish a specific goal with limited supervision. Its machine learning models mimic human decision-making to solve problems in real-time. In a multiagent system, each agent performs a specific task to reach the goal. Their efforts are coordinated through AI orchestration. Unlike traditional



AI models which operate within predefined constraints and require human intervention, Agentic AI exhibits autonomy, goal driven behavior and adaptability. In this case, it was used for crucial real-time security services, both Managed Detection and Response and Endpoint Detection and Response, so AI was doing its job, but since it was traveling on the same fiber strands as other human-regulated data, this crossover created security concerns. The solution was to "surgically" separate the data, so TierPoint asked PenTeleData to physically run new, separate fiber lines. This Dark Fiber infrastructure ensures TierPoint can guarantee the regulatory requirements that many of their clients require.

TierPoint operates state-of-the-art facilities across the United States. These sites support high-density colocation designed specifically for AI and GPU-accelerated

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PenTeleData

Manager's Desk...



TIERPOINT Partner in Business (cont.)

workloads. PenTeleData Dark Fiber lines provide shared infrastructure to these, especially those along the East Coast, including data centers in Breinigsville (TekPark), two in Bethlehem, Philadelphia Navy Yard, and Valley Forge. Their facilities are engineered for advanced cooling and scalable power, allowing Graphics Processing Unit (GPU) optimized servers and high-performance applications without compromise. These are enterprise-grade data centers built for the demands of next-generation workloads and backed by industry leading Service Level Agreements (SLAs) for uptime and availability. Mazzucco mentioned, "Some of our clients, especially those who are heavily regulated, rely on our security and compliance stack that travel with them. PenTeleData supports us as we shift and move those workloads."

PenTeleData's Dark Fiber is a high-capacity network solution for unlimited bandwidth with complete service control. In short, it's a reliable, robust, and scalable solution with unmatched security for organizations who wish to remain in full control of their network infrastructure.

Dear Valued Customer,

Happy 250th Birthday, America! The PenTeleData partnership is a story of American innovation and community, so this month we celebrate our beautiful country and the people who make it great! To our first responders, veterans, healthcare workers, educators, community leaders, and everyone else who contributes their time and talents to others, we thank you!

This edition of our newsletter is focused on some of the services we offer. As always, we want to provide the tools you need for success today and into the next generation and beyond.

Thank you for your business and continued support.

Best regards,

Jaime Mendes
V.P. of Operations, PenTeleData

We're Running These Streets (with Fiber)!

If you live in East Stroudsburg, Palmerton, Ephrata, Bloomsburg, Duncannon, Coaldale, Northumberland, Shamokin, Birdsboro, and many other communities, you may have already received notification from our partner cable company that broadband fiber is available to your home. FTTH Fiber To The Home, also known as Passive Optical Network (PON), delivers reliable Internet that moves near the speed of light directly to your home using fiber-optic cables. Unlike older technologies that rely on electrical signals, fiber connections ensure minimal interference and maximum efficiency, making them the gold standard for Internet connectivity. As you can imagine, building a fiber optic infrastructure is a large undertaking and takes significant time and investment. Our partners are working to offer it to as many customers as possible as quickly as possible. It is a multi-year project, but current PON availability, even in the areas that are almost completely upgraded, is still determined on a street-by-street basis.

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//managedwifi>



Have You Heard about Call Center for PenTeleData Business Phone?

PenTeleData Business Phone customers have the option of a Call Center product. This enterprise-grade cloud contact center solution is designed to transform customer interactions and drive exceptional business outcomes. It offers:

Skills-Based Routing

Team, department, or agent-level assignment for a pool of agents who are best equipped to solve the customer's issue.

Callbacks

Queued callers can request a callback from the next available agent after a certain amount of time has passed. The system will wait to ensure the agent is ready before dialing – meaning better-prepared agents and interactions.

Preferred Agent Routing

Designate a certain agent to serve as the “point” for difficult issues, ensuring that all incoming calls and online chats are directed to that representative.

Dashboards and Live Monitoring

Keep track of platform metrics in real-time, including wait times, service levels, and much more. With Live Monitoring, supervisors can listen to individual conversations and intervene if necessary.

Queues & Contact Center Agent

The term “queue” no longer refers solely to phone calls. Agents can interact with callers via their preferred modes of communication with turnkey options for voice and SMS using any phone or browser.

Presence Sync

Ensure real-time visibility and availability of agents, enabling efficient coordination, collaboration, and seamless customer interactions.

Call Monitoring and Assistance

Managers can help improve agent performance and customer satisfaction with advanced call monitoring and the ability to silently monitor agents with barge-in and whisper tools.

Learn more at:

www.penteledata.net/phone

CONTEST

JULY 2026:

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 7/31/26.

Good Luck! PenTeleData

Brain Teaser:

America Teaser:
What famous American Symbol of Independence misspells 'Pensylvania'?

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 PenTeleData



Multifactor Authentication

 **PenTeleData**
I.T. services

Are you using multifactor authentication to protect your company's network? If not, you may be jeopardizing your financial information, your customers' payment information, your business' client list, and much more!

It goes by many names: Two Factor Authentication. Multifactor Authentication: Two Step Factor Authentication, MFA, 2FA. They all mean the same thing: opting-into an extra step to protect your business. Instead of asking for just a password - which can be reused, more easily cracked, or stolen - MFA asks two forms of information before granting access to an account or computer:

Something you know like a PIN number or your sister's middle name, along with Something you have like an authentication application or a confirmation text on your phone, or Something you are like a fingerprint or face ID. That second step is a lot harder for a hacker to fake.

MFA is a critical tool in your fight against criminal access to your systems.

To learn more about implementing MFA for your company, call PenTeleData I.T. Services at 1-800-331-5060.

Our Corporate Hometown of Palmerton: Proudly Powering America's Next Chapter

There is no time like the present, America's 250th Anniversary, to spotlight our corporate hometown of Palmerton and its significance in the role of our country's history. PenTeleData is honored to be part of America's enduring spirit and is connecting America's future. Learn all about it from our newest video spot at www.penteledata.net/spots

WINNER

April 2026 Contest Winner

Congratulations to Blake Tharp of New Ringgold, PA.

Blake was the winner of a family 4-pack of tickets to an IronPigs game.

QUESTION: What makes this number unique: 8,549,176,320?

ANSWER: It has each number, zero through nine, listed in alphabetical order

FUN FACTS

Ocean water freezes just like freshwater, but at lower temperatures. Fresh water freezes at 32 degrees Fahrenheit but seawater freezes at about 28.4 degrees Fahrenheit, because of the salt in it.

Sea otters hold hands while they sleep so they don't drift apart. They often tangle themselves in kelp to create a natural anchor, keeping them securely in one place while they rest.

The St. Louis Rams were the first NFL team to put logos on their helmets, and as of 2026 the Cleveland Browns are the only NFL team not using any form of primary logo on its helmets. The Pittsburgh Steelers are the only NFL team that puts its logo on only one side of the helmet (the right side).

It is a commonly known fact that astronauts living aboard the International Space Station grow up to 3 percent taller while living in microgravity. They return to their normal height when back on Earth.

Because they are small, spiders have many enemies. Larger animals, such as birds, toads, lizards and monkeys, hunt them. But they are also used as food by many smaller creatures. Ticks will attach themselves to a spider and eat away at it for a long time while the spider goes about its business.