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CUSTOMER
NEWS

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Partner in Business

King's College

PenTeleData's history with area colleges traces back to our beginnings, more than three decades ago. Our company began in 1994 and by March of 1995, Moravian College had become one of our first and largest commercial customers. Shortly thereafter, PenTeleData became the first data and Internet Service Provider in the nation to offer broadband cable Internet service. Today, our more than 10,000 miles of fiber optics serve hundreds of thousands of customers, not just for education, but for all facets of business, including banking, healthcare, government, and retail sales. Our commitment to the areas we serve, relationships with our partners, and the personalized attention we offer each customer makes us more than just another network – it makes us part of the community.

King's College is a private Catholic institution of higher education animated and guided by the Congregation of Holy Cross—founder of their sister institution, the University of Notre Dame. They are located on an urban campus in Wilkes-Barre, Pennsylvania and offer nearly 60 undergraduate and graduate programs, more than 50 clubs and activities, and 28 NCAA Division III athletic teams, all of which provide ample opportunity for students to deepen their educational experience and develop skills for both a meaningful career and life.

With intentionally small classes and a focus on community engagement and personal connection, students from all backgrounds and faiths find success and support while earning their degrees in business, health sciences, the humanities, social sciences, and science and technology.

When asked about why King's College selected PenTeleData for their Dedicated Internet Access, Paul J. Moran, Associate Vice President and Chief Information Officer shared, "We chose PenTeleData as a result of an excellent relationship with



their partner Service Electric for cable TV that predated our Internet service. We signed what I think is our 3rd or 4th consecutive 3-year contract. We had several alternate offers but stayed with PenTeleData because of the quality of their service. And Service Electric! Those folks are great!"

He added, "The excellent and nearly flawless service from the PenTeleData Partnership has meant that we have had very few needs for service. Service Electric has been extremely supportive of King's. They have had response times to physical plant issues that you won't find with anyone else. Just last week they came to campus in under an hour to help re-strap an aerial cable that was a hazard to our community but not actually their responsibility. They also spliced our service back after a city construction crew cut our fiber to campus."

There is a quote on King's website that reads, in part, "Because

(continued)

 PenTeleData



Manager'sDesk...

Dear Valued Customer,

Welcome to the fall edition of the *PTD Chat*, our quarterly newsletter. Summer has come to an end, but it's been a great opportunity to be out and about in the community! It's good to be local! We are proud to attend and sponsor the causes that are important to the people we serve. We appreciate the extensive planning that goes into every one of these and thank you for including us.

Thank you for your business and continued support.

Best regards,

Jaime Mendes
V.P. of Operations, PenTeleData

Partner in Business (cont.)

courage can't wait...it's needed now."

At PenTeleData, we know the future of technology is now but will evolve with the industry to serve King's College with the exceptional service they have come to expect from our partnership.

Paul Moran added, "Personally, I'm looking forward to many changes in the next decade, but I know King's College can count on PenTeleData to continue providing the exceptional service and dedicated fiber that keeps us connected!"

The Power of Optimism

You've heard it before: Attitude is everything. It shapes how you perceive the world and how you respond to any given situation. So, what should we do when life is hard or seems impossible? How can we change that? According to Elon Musk, the answer to those questions is optimism.

Elon Musk's advice for young people: "Err on the side of optimism. Be optimistic about the future. It's better to err on the side of being optimistic and wrong, than pessimistic and right. Your quality of life will be much better. I would urge people to be excited about the future. I'm excited about the future. I'm confident the future will not be boring. It's going to be very interesting and I think it's like, most likely to be great I'd advise people to learn as much as possible, read a lot of books, try a lot of things."

What if you err on the side of optimism and you're wrong? It's still better to live with hope than skepticism. The future belongs to those who are brave enough to imagine it better. Learn as much as you can, live as well as you can, and believe that good things are on the horizon.

PenTeleData Business Phone Call Recording

PenTeleData partners with Dubber, the world's leading provider of cloud-based call recording, to provide a high quality, compliant, network-based recording solution.

Business Cloud Communications (BCC) Call Recording can capture users' inbound and outbound calls, regardless of their device, while ensuring compliance with call recording laws and regulations. Already a PenTeleData Business Voice Customer? Call Recording is available at an additional cost. Call us today!



Fiber to the Home: The Installation Process

Fiber delivers reliable Internet that moves near the speed of light directly to your home using fiber-optic cables. These fibers are thinner than a human hair and encased in protective coatings and insulation to ensure durability during installation. These cables carry data as beams of light, offering unparalleled speed as compared to traditional coaxial cables.

Fiber to the Home (FTTH) is the way of the future, so the PenTeleData partners have begun a multi-year build to bring these fiber-optic cables into neighborhoods. These cables connect to a central hub called an Optical Line Terminal (OLT), which manages the flow of data between your area and the Internet. Depending on the location, these cables are either underground or installed along utility poles, creating the infrastructure needed for fiber-optic cables.

Once the initial lines from the central hub to neighborhoods are in place, individual homes are connected using a fiber line known as the "drop." This drop line links your house to the local network. This is the final bridge that brings blazing speeds to your doorstep. The fiber drop connects to a small box installed on the outside of the home, known as the Network Interface Device (NID). This box acts as the transition point that connects the outdoor equipment to the indoor equipment. From the NID, a fiber cable runs inside the home to the Passive Optical Network (PON) modem. This modem converts the light signals from the fiber cable into an Internet signal that the devices can use.

On installation day, the technician reviews the best route for the fiber drop and where to place the NID and PON modem. The installation process typically takes a few hours, depending on the complexity of the installation. The technician will run tests to ensure the connection is working and explain how to use the equipment and optimize your fiber network.

If your residence needs underground construction, our cable partner will contact 811 a few days prior to installation. They will locate and mark the lines before we lay the protective conduit. This conduit ensures that the fiber line is not exposed to weather elements. It's all very well planned, so it's easy for you and any disruption to your yard is minimal.

If you're waiting for fiber to come to your neighborhood, stay tuned for updates from our cable partner who services your area.

CONTEST

OCTOBER 2026:

PenTeleData is giving one lucky winner a family 4-pack of tickets to a Lehigh Valley Phantoms vs. Providence Bruins game, Saturday, November 28, at 7:05pm

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 10/31/26.

Good Luck! PenTeleData

Brain Teaser:

America Teaser:
What famous North American landmark is constantly moving backward?

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PenTeleData's Cloud-Based DDoS Mitigation Solution: Protecting Hospitals, Banks, and Businesses Like Yours

Does Your Business Have a Cyber Crime Control Center? Distributed Denial of Service attacks can cripple a network, causing downtime that can interfere with productivity, reduce profits and even damage a brand's reputation. Protection is essential for mission critical activities like healthcare and banking where privacy is of the utmost importance.

Whether your business uses websites, data centers, Domain Name Servers or network infrastructure, our Cloud-Based DDoS Mitigation can offer constant protection with multi-layer security to mitigate threats and the most sophisticated attacks and provides nearly unlimited cloud-based mitigation specifically tailored for your business. That way, you rely on our support and remain focused on core network activities, and your employees and patrons can count on business as usual.

For one local health network customer, onsite hardware uses DDoS Mitigation to evaluate suspicious traffic. If it thinks it is a brute force attack, it mitigates the attack. If the attack saturates the Internet connection, it diverts all the traffic to go to the cloud scrubbing center, where it can mitigate large attacks, then delivers the clean traffic back. All of this happens automatically. The health network does not notice any disruptions and continues to operate as usual.

Any large company that depends on Internet-based infrastructure should consider cloud-based DDoS mitigation to prevent the devastation caused by hackers or cybercriminals. For more information, contact your Commercial Account Executive or our Commercial Sales Department at 1-855-22FIBER or visit us at www.penteledata.net/DDoS.

WINNER

July 2026 Contest Winner

Congratulations to Cathy Sweeney of Hazleton, PA.

Cathy was the winner of a family 4-pack of tickets to Camelback Resort.

QUESTION: What famous American Symbol of Independence misspells 'Pensylvania'?

ANSWER: Liberty Bell

FUN FACTS

A person's fingerprints are formed when they are a tiny developing baby in their mother's womb. Pressure on the fingers from the baby touching, and their surroundings create what are called "friction ridges", the faint lines you see on your fingers and toes.

Kangaroos hop to move around quickly, and walk on four legs while moving slowly. They can jump backwards, but only a very small distance. They can hop or jump as far as about three times their own height. They can also swim if necessary.

Cashew nuts are actually the kidney-shaped seeds that adhere to the bottom of the cashew apple, the fruit of the cashew tree, which is native to the coastal areas of northeastern Brazil.

Most tsunamis cause the sea to rise no more than 10 feet (3 meters). The Indian Ocean tsunami caused waves as high as 30 feet (9 meters) in some places, according to news reports. In other places witnesses described a rapid surging of the ocean. Flooding can extend inland by a thousand feet (300 meters) or more.

The United States changed the composition of its coins in 1965 from 90% silver and 10% copper to an all copper-nickel alloy. Dimes and quarters were 90% silver through 1964 and Kennedy half dollars were 90% silver in 1964 and then 40% silver from 1965-1970.