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PenTeleData's Customer Newsletter

P A R T N E R   I N   B U S I N E S S

Jaindl Turkey Farms and Jaindl Land Company

Jaindl Turkey Farms is located in Orefield, Pennsylvania and is the largest fully integrated and independently owned turkey operation in the world. For more than 50 years, the Jaindl "Grand Champion" turkey has been selected by the National Turkey Federation to supply the turkey that would grace the holiday table at the White House for the president of the United States. Jaindl also farms 12,000 acres of prime farmland and is a leading developer of residential, industrial, and commercial properties.

Why does a company like Jaindl Turkey Farms need service from PenTeleData? David Jaindl, owner of Jaindl Farms and Jaindl Land Company shared, "PenTeleData is the major source in the region for primary services we need such as fiber networks and related network management services. The reliability is second to none. We are turkey farmers and land developers, not telecommunications experts. It's important to be able to depend on a supplier without wasting time or money. Our needs are pretty basic, and we use PenTeleData much like all businesses do. We are akin to manufacturers in that we are providing a product, so typical systems such as inventory and finance and pur-chasing are all using computer systems operating off of PenTeleData."

One of the advantages for customers is PenTeleData's partnership with local cable and telephone companies, including Service Electric Cable TV and Communications, Service Electric Broadband Cable, Service Electric Cablevision, Blue Ridge Communications and Ironton Telephone. Like Jaindl Farms, the PenTeleData partnership began from a group of family-owned businesses. Hard work and dedication have made our entire network possible and we rely on those same principles to provide the most current technologies available. PenTeleData customers receive the benefits of our partners' years of experience with the unique ability to meet the requests of almost any customer, whether that customer is a home user who needs broadband Internet from our partner or the largest hospital in the Lehigh Valley.

Besides, there's something pleasantly unique about working with a local company. When you live in the same communities as the customers you serve, it's only natural that you have a personal interest in providing the very best service possible, including 24/7 network support. That's what makes PenTeleData and our partners different from other communica-tions providers. Perhaps Mr. Jaindl said it best when describing his experience with our partner, Ironton Telephone, who provides their telephone service, "Ironton Telephone has always been there for us. They are located down the street and are always diligent in providing service when we need it. They have worked with us on being efficient as possible to give Jaindl the most 'value service' that they could offer."

"Our technology needs will grow as we continue to expand."
- David Jaindl

David and Jackie Jaindl by turkey barn.

In the event that Jaindl Farms does have any concerns with their service, they can be assured that both PenTeleData and Ironton Telephone will work together behind the scenes to resolve it as quickly as possible. That's just another great feature of our partner-ship. In fact, we wouldn't have it any other way.

When asked about the future, Mr. Jaindl shared, "Our technology needs will grow as Jaindl Farms and Jaindl Land Company continue to expand. Our philosophy is to operate as efficiently as possible in all areas of our company, so we believe that all our vendors will grow with us, especially those who are as dependable and cost-effective as PenTeleData and Ironton Telephone Company."

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PenTeleData.

From the Manager's Desk...

Dear Valued Customers,

You've seen the e-mails. You've heard the warnings. But do you know how to tell if an email is likely a phishing attempt? Do you know how to choose strong passwords? Are you confident that your virus software is working against the most recent threats? PenTeleData has taken an active stance to protect our customers by making customer education a priority. We want to help. Just visit www.ptd.net/securitytips for monthly security tips and a customer contest. After reading the article, scroll to the bottom of the page to answer a few true or false questions. All correct entries are eligible to win the current prize. Be sure to check back every month! In addition, past topics are available to read at www.ptd.net/customereducation.

Thank you for making PenTeleData your source of fiber.

Sincerely,
Jaime Mendes, V.P. of Operations - PenTeleData

Events

APRIL 26 & 27, 2014

Carbon County Expo
April 26th – 10 am-8 pm
April 27th – 11 am-4 pm
Blue Mountain Ski Area
Palmerton, PA

AUGUST 1-10, 2014

Musikfest
August 1st – 5 pm-11 pm
August 2nd – 10th Noon-11pm
Downtown Historic
Bethlehem, PA

AUGUST 24-30, 2014

West End Fair
Sun., Wed., Sat. – 10 am-11 pm
Mon., Tues., Thurs., Fri. –
Noon-11pm
West End Fairgrounds
Gilbert, PA

AUGUST 25–SEPT. 1, 2014

Allentown Fair
Mon. – 4 pm- 11 pm
Tues. - Sun. – 1 pm-11 pm
Mon. – 1 pm- 10 pm
Allentown Fairgrounds
Allentown, PA

What is PenTeleData Webmail and How Can It Benefit You?

PenTeleData Webmail is available anytime, anywhere, from any PC with Internet access. That means that you can check your PenTeleData email from any Internet capable device. While you are on vacation or simply waiting for an important response, your e-mail will be ready.

It's easy – just visit www.ptd.net. On the right side of the page, choose "My Webmail". Click on the box and a new browser window will open. Simply enter your user name and password and you're set! E-mails that you have opened from your e-mail at home or work will not be included, so don't forget to close your e-mail client while you're away. (This can be changed in the Webmail account settings, but you will also need to configure your email client to use IMAP.)

Utilizing PenTeleData Webmail in place of other mail clients is beneficial in several ways. Here's why:

> Access from any computer with Internet and your folders, sent mail, contacts, and calendar will be synchronized.

> All mail that is identified as Junk will automatically go into a Junk folder and be deleted after 30 days. In fact, we've recently changed our system so none of that junk mail is going to your Outlook, Live, MacMail or phone (if using POP). It only goes into Webmail. (With this in mind, remember to periodically check webmail's junk folder.)

> Trash is automatically deleted after 30 days.

> At PenTeleData, we are very proactive about keeping our customers as safe from vulnerabilities. No provider can stop all malware and phishing attempts, but we definitely work behind the scenes to do as much as we can.

If you have any questions regarding My PenTeleData Webmail, call our Technical Support at 1.800.281.3564, visit our Live Chat at www.ptd.net or e-mail your questions to support@corp.ptd.net.

PENNSYLVANIA DUTCH STYLE TURKEY BBQ

Submitted by: Dave and Jackie Jaindl of Jaindl Farms

Ingredients:

- Jaindl Turkey (14-20 lbs)
- Strained drippings from the turkey after roasting
- One stick of butter
- 2 cans of Campbell's® Cream of Celery Soup
- 1 soup can of water
- Salt and pepper to taste

Directions:

1. Place strained drippings into a Dutch oven or crock pot.
2. Add stick of butter, soup, water, salt and pepper (to taste). Simmer to low boil.
3. Cut off entire breast of turkey and shred. Shred dark meat. Add to pot.
4. Cover and simmer for 3-6 hours (or longer) on low.
5. Serve on fresh Kaiser roll.

This Turkey BBQ recipe is sold at the Jaindl food stand at Coca-Cola Park during the Lehigh Valley IronPigs' games.

PenTeleData®

Plans for Our NextGen Network
(and What it Means for Our Valued Customers!)

The PenTeleData partnership has invested more than $300 million in fiber optic infrastructure with over 9,000+ miles of fiber optic cabling that serves existing customers in all facets of life from their homes to business, including banking, healthcare, education, government, retail sales, and the wireless industry. From our fully redundant connections to peering with large global content providers, we make sure that our connections are always available and backed by the support of our 24/7 Network Control Center.

Our commitment to the areas we serve, along with the 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.

At PenTeleData, we've begun work toward our NextGen Network, which will allow unprecedented speeds and future growth. You'll be glad to hear some of the fantastic benefits that will result especially for our business customers, including:

Greater speeds for all! We're planning for the next 10 – 15 years and beyond. This means faster access to your favorite websites and content, including YouTube, Google, Netflix and others.

Quality of Service (QoS) Not all data is equal. Our network can detect and prioritize the type of traffic you're sending to make sure that it gets the best possible throughput. This is great for Voice Traffic and Video!

Distributed Denial of Service (DDoS) Mitigation Our network is constantly being monitored for anomalies. This will expand as we engineer DDoS mitigation into our network. When bad types of traffic are detected, we automatically scrub the bad and send you the good!

Wave Service We carve out a wavelength of light just for your business. This circuit sends pulses of light from one side of the network to the other. Since the light does not pass additional routers, it never converts to an electrical signal, which would slow it down. Think of this like riding the express lane through our network to connect your business – literally at the Speed of Light!

IPv6 After months of planning, preparation and testing, IPv6 is ready across our core network and we're actively working with other major providers to get the IPv6 sites on the Internet to you. We expect to have the ability to deploy IPv6 addresses to our commercial Multi-Tenant Ethernet customer sites and all cable modem customers by early 2015!

Layer 2 VPN Our current version of Layer 2 VPN service is restricted to sites which connect via dedicated fiber. We've listened to our customers and have developed a product that will allow us to tie in those remote sites that can't get fiber into your Layer 2 VPN. With Business Services Over DOCSIS we can extend the L2VPN solution using the cable TV system most likely in place! This helps keep your local network traffic where it should be, in your layer 2 solutions!

Contest

APRIL 2014:

PenTeleData is giving one lucky winner a choice of a family 4-pack of passes to CamelBeach Waterpark in Tannersville, PA; or tickets to see the IronPigs vs. Toledo Mudhens on Saturday, May 24th @ 6:35 PM.

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 **4/30/14**.

Good Luck!
PenTeleData

Brain Teaser:

What year comes next in this sequence: 1973 1979 1987 1993 1997 1999

PenTeleData Quick Links to Our Most Visited Pages

Have you seen the new **www.ptd.net**? We introduced our redesigned site in January! If you haven't seen it, or haven't been there in a while, check it out! Here is a list of some of our most visited pages:

Acceptable Usage Policies: **www.ptd.net/policies**

Account management: **www.ptd.net/accountmanagement**

Bandwidth Usage Suggestions: **www.ptd.net/bandwidthtips**

Contact Us: **www.ptd.net/contactus**

Customer Education Contests: **www.ptd.net/securitytips**

Customer Education Topics: **www.ptd.net/customereducation**

Customer Internet Speed Test: **www.ptd.net/speedtest**

Help Desk (Product Support): **www.ptd.net/helpdesk**

How to choose a password: **www.ptd.net/betterpassword**

How to Identify a Phishing Email: **www.ptd.net/stopphishing**

Industry News Articles: **www.ptd.net/industrynews**

Listserv FAQs: **www.ptd.net/listserv**

My PenTeleData Webmail: **http://webmail.ptd.net**

PTD Chat Quarterly Newsletters: **www.ptd.net/newsletters**

Emails that have been sent by PenTeleData: **www.ptd.net/ennouncements**

Credit Card Fraud and YOU: How to Avoid Becoming a Victim

It's no secret: Cybercriminals continue to be a threat to information that was once considered private. Whether the threat is from a group or within an organization, breaches are no longer a matter of "if", but rather "when".

According to the Trustwave® 2013 Global Security Report, here is what cybercriminals targeted most in 2013:

1. Customer Records (Payment Card Data, Personally Identifiable Information, E-Mail Addresses) – 96%
2. Confidential Information & Intellectual Property– 2%
3. Electronic Protected Health Information – 1%
4. Business Financial Account Numbers – 1%

The primary data type targeted by attackers was cardholder data. There is a well-established underground marketplace for stolen credit card data and numbers can be bought, sold, and used very quickly. So what does this mean to you, as an individual, and what can you do to avoid becoming a victim of credit card fraud? Don't be paranoid, but be aware. Here are some helpful tips:

1. Shop with companies that you know and that have a solid reputation. Always determine the company's return and refund policy before you place an order.
2. Create strong passwords.
3. Never give your credit card information via email. It will not be secure.
4. Never lend credit cards to someone else or write down the numbers on a piece of paper.
5. Never give a credit card number over the telephone, unless you have initiated the transaction and know without a doubt that the business you have called is reputable.
6. Never sign a blank receipt. Draw a line through any blank spaces above the total and keep copies of your receipts to compare with the transactions on your monthly billing statements.
7. Review credit card statements every month. Contact your creditor in writing about any questionable charges as soon as you notice them.
8. Be cautious if you're asked to provide personal information, such as your Social Security Number. It is rarely necessary and should raise a red flag.
9. When making a payment over the Internet, use only a secure web browser. Watch for the lock icon and/or "https" in the address bar. These can indicate that your payment information will be encrypted (scrambled) in transit.
10. Keep your eye out for scams. If something doesn't seem right, trust your instincts.

Fun Facts

JANUARY 2014 CONTEST WINNER!

Congratulations to Mark Waidell of Tamaqua, Pa.
Mark was the winner of a Family 4-pack of Blue Mountain Ski Area Lift Tickets.

QUESTION: Imagine you are in a room, no doors windows or anything. How do you get out? ANSWER: Stop imagining

Wait! No…!! Don't Open that E-mail Attachment Until You Know that it is Safe!

The United States Computer Emergency Readiness Team, a part of the U.S. Department of Homeland Security, offers the following tips on their website at www.us-cert.gov/ncas/tips/ST04-010:

Why can e-mail attachments be dangerous?

Some of the characteristics that make e-mail attachments convenient and popular are also the ones that make them a common tool for attackers:

> E-mail is easily circulated - Forwarding e-mail is so simple that viruses can quickly infect many machines. Most viruses don't even require users to forward the e-mail—they scan a users' computer for email addresses and automatically send the infected message to all of the addresses they find. Attackers take advantage of the reality that most users will automatically trust and open any message that comes from someone they know.

> E-mail programs try to address all users' needs - Almost any type of file can be attached to an e-mail message, so attackers have more freedom with the types of viruses they can send.

> E-mail programs offer many "user-friendly" features - Some email programs have the option to automatically download e-mail attachments, which immediately exposes your computer to any viruses within the attachments.

What steps can you take to protect yourself and others in your address book?

> **Be wary of unsolicited attachments, even from people you know** - Just because an e-mail message looks like it came from your mom, grandma, or boss doesn't mean that it did. Many viruses can "spoof" the return address, making it look like the message came from someone else. If you can, check with the person who supposedly sent the message to make sure it's legitimate before opening any attachments. This includes email messages that appear to be from your ISP or software vendor and claim to include patches or anti-virus software. ISPs and software vendors do not send patches or software in email.

> **Keep software up to date** - Install software patches so that attackers can't take advantage of known problems or vulnerabilities. Many operating systems offer automatic updates. If this option is available, you should enable it.

> **Trust your instincts** - If an e-mail or e-mail attachment seems suspicious, don't open it, even if your anti-virus software indicates that the message is clean. Attackers are constantly releasing new viruses, and the anti-virus software might not have the signature. At the very least, contact the person who supposedly sent the message to make sure it's legitimate before you open the attachment. However, especially in the case of forwards, even messages sent by a legitimate sender might contain a virus. If something about the email or the attachment makes you uncomfortable, there may be a good reason. Don't let your curiosity put your computer at risk.

> **Save and scan any attachments before opening them** - If you have to open an attachment before you can verify the source, take the following steps:

1. Be sure the signatures in your anti-virus software are up-to-date.
2. Save the file to your computer or a disk.
3. Manually scan the file using your anti-virus software.
4. If the file is clean and doesn't seem suspicious, go ahead and open it.

> **Turn off the option to automatically download attachments** - To simplify the process of reading e-mail, many e-mail programs offer the feature to automatically download attachments. Check your settings to see if your software offers the option, and make sure to disable it.

> **Consider creating separate accounts on your computer** - Most operating systems give you the option of creating multiple user accounts with different privileges. Consider reading your e-mail on an account with restricted privileges. Some viruses need "administrator" privileges to infect a computer.

> **Apply additional security practices** - You may be able to filter certain types of attachments.

You can stay up to date on important security tips, the latest industry happenings, ticket giveaways and much more. Visit PenTeleData on social media at www.facebook.com/penteledata and www.twitter.com/PenTeleData.