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PTD Chat

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PENTELEDATA'S CUSTOMER NEWSLETTER

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Good Shepherd Rehabilitation Network

Good Shepherd Rehabilitation Network (GSRN), based in Allentown, Pennsylvania, is a nationally recognized rehabilitation leader, specializing in comprehensive post-acute care for people with physical and cognitive disabilities through state-of-the-art assistive and rehabilitation technology. More than 60,000 adults and children come to Good Shepherd annually for rehabilitation and supportive care after stroke, brain injury, spinal cord injury and amputation.

Good Shepherd's Allentown-based organization provides rehabilitation in eight eastern Pennsylvania counties at 22 outpatient sites, four inpatient sites, a long-term acute care hospital, two long-term care homes for people with severe disabilities, an independent living facility and Rehability, a lifestyle products online store.

Good Shepherd was founded in 1908 when The Rev. John and Estella Raker invited a disabled orphan named Viola into their Allentown, Pennsylvania, home. Good Shepherd is affiliated with the Evangelical Lutheran Church in America. Founded in 2008, Good Shepherd Penn Partners, a partnership of Good Shepherd Rehabilitation Network and Penn Medicine, provides post-acute care in the Philadelphia region.

PenTeleData provides data transport and networking services to GSRN, connecting their hub in Allentown to their sites throughout the region. More recently, we also began providing data service to their joint venture, Good Shepherd Penn Partners, and helped make a smooth transition into the Philadelphia market. PenTeleData helps GSRN get new sites in operation from a data/networking perspective and look ahead to anticipate their future needs based on patient care and growth.

Mike Cirba, Chief Information Officer at Good Shepherd Rehabilitation Network, explained, "GSRN has been a PenTeleData customer for approximately seven years. We were looking for a consistent, stable solution that could connect all of our sites but could also give us the flexibility to upgrade and expand individual site service as we grew. We considered a number of options, but ultimately chose PenTeleData because they offered scalable services that were cost-effective and based on a sound technology model. During the course of our relationship with PenTeleData, GSRN has literally doubled in size. PenTeleData has always been responsive, helping us get new sites online with minimal disruption and resolving problems quickly. Their customer service is proactive, always anticipating our needs and developing appropriate solutions.

"Over the years, the service has been extremely reliable, and PenTeleData's framework has been very consistent. The few small problems we have experienced have been related to the local service provider closer to the site location. Because we have one point of contact with PenTeleData, they have been instrumental in helping us address any issues, even when they are related to the local service provider. They have provided responsive, personalized service."

"Over the years, the service has been extremely reliable, and PenTeleData's framework has been very consistent."

- Mike Cirba, CIO, Good Shepherd Rehabilitation Network

He added, "The partnership between GSRN and PenTeleData extends beyond the service provided. For the last two years, Jaime Mendes, Vice President of Operations at PenTeleData, has volunteered as the chair for the Good Shepherd Golf and Tennis Invitational, one of our primary fundraisers. We think this speaks volumes about the spirit of cooperation that exists between us."

PenTeleData

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From the Manager's Desk...

Dear Valued Customers,

Welcome to the autumn edition of our quarterly newsletter, *PTD Chat*. As usual, we've included a lot of information that we know is important to our customers. I'd also like to remind you about our monthly Customer Education Contests. We encourage all customers to visit www.ptd.net/contest to learn about a new security or relevant Internet topic each month. We consider it so important that we include a contest and reward one customer per month with a valuable prize. To date we've given away laptop computers, TVs, tablets, Amazon gift cards, and more. If you've entered in the past but haven't won, please keep trying. At least 95% of our winners tell us the same thing when we make that congratulatory phone call, "I've never won anything before!" Just like the lottery – you can't win if you don't enter.

Thank you for your business and continued support.

Best regards,
Jaime Mendes, V.P. of Operations - PenTeleData

Events

OCTOBER 7, 2015
Lehigh Valley Business Expo
10 AM-4 PM
Agri-Plex Expo Center
Allentown, PA

OCTOBER 18, 2015
Walnutport Canal Festival
Walnutport, PA

OCTOBER 22, 2015
Ephrata Area Chamber of Commerce Expo
4:30 PM-7:30 PM
Ephrata American Legion
Ephrata, PA

An Update on the Progress of Our NextGen Network

Over the last year we've invested $2.5million in a new DWDM transport network within the Lehigh Valley and have spent another $2.5million this year to extend beyond the Valley. As of mid-August our Lehigh Valley system is now running on a 40-channel ROADM network which is an upgrade from a 4-channel passive system. The new transport network not only increases our core network capacity but allows us to now sell 10G transport between our nodes in the Lehigh Valley. We've called this our "Phase 1" deployment.

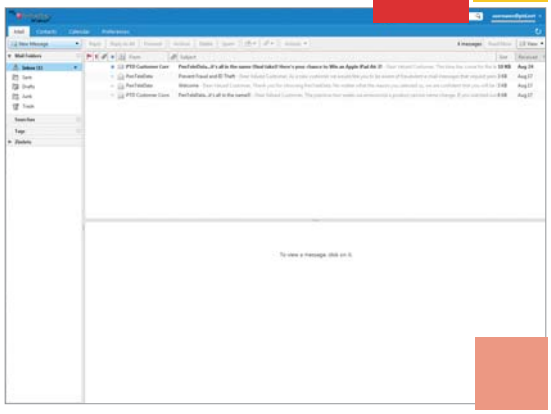
Further stages of deployment will include new core routers and continuing to build out the DWDM transport network north towards Wilkes-Barre, south to Ephrata and northeast towards Mount Pocono.

PenTeleData

What is PenTeleData Webmail and How Can It Benefit You?

PenTeleData Webmail is available anytime, anywhere, from any PC or device with Internet access. While you are on vacation or simply waiting for an important response, your email will easily available.

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! Emails that you have opened from your email at home or work will not be included, so don't forget to close your email 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.

Do You Like to Enter Our Contests?

If so, Like our Facebook page or Follow Us on Twitter! We'll keep you up to date on important security tips, the latest industry happenings, ticket giveaways, customer education contest announcements and much more. We'll provide useful information that we feel is helpful and current while at the same time gives you the opportunity to win some cool stuff.

It's easy…just visit **www.facebook.com/penteledata** or **www.twitter.com/penteledata**.

Contest

OCTOBER 2015:

PenTeleData is giving one lucky winner a Family 4-Pack of Tickets to see Penn State vs. Michigan Wolverines on Saturday, November 21, 2015.

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 **10/31/15**.

Good Luck!
PenTeleData

Brain Teaser:

A horse is on a 24 foot chain and wants an apple that is 26 feet away. How can the horse get to the apple?

JULY 2015

CONTEST WINNER!

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Congratulations to Charles Stoltz of Bethlehem, Pa.
Charles was the winner of a Family 4-pack of tickets to the PenTeleData Dugout Suite at the September 4th, IronPigs vs. Syracuse Chiefs game.

QUESTION: I am weightless, but you can see me. Put me in a bucket, and I'll make it lighter. What am I? ANSWER: A Hole

PenTeleData I.T. Services: Answers to Your Most Asked Questions

Our Computer Patrol for business has a new name to better reflect the services we provide. It's PenTeleData I.T. Services.

PenTeleData® I.T. services

Why Do Commercial Customers Call PenTeleData I.T. Services?

Since 1994, PenTeleData has been providing Internet services to homes and businesses throughout Pennsylvania and New Jersey. We've seen the small problems that can be frustrating to a home user and we've seen the colossal issues that can challenge large hospitals and universities. PenTeleData I.T. Services offers the benefit of that experience for other businesses.

Why did we recently change the name of our group?

PenTeleData I.T. Services' name better reflects the services they provide, including computer sales and services, software sales and support, software training and classes, Local Area Network Design (LAN), wireless networking, on-site depot services and repairs, structured cable installation services, site inspection services, planned maintenance, and network and Internet security.

What is I.T. to most people?

Similar to our System Administration here at PenTeleData, an I.T. group can upgrade your computer and remove malware. But that's not all. For example, when Lehigh Valley Phantoms wanted to design a wireless network that spanned throughout the PPL Arena, our I.T. team was able to help.

Don't most companies have their own I.T. staff?

Some companies do have their own I.T. staff but may need our expertise in certain areas that they may not have. Still, many don't have I.T. staff and that's precisely where our team can help.

Why do the Lehigh Valley Professional Sports teams use PenTeleData I.T. Services?

Both Coca-Cola Stadium, home of the Lehigh Valley IronPigs (AAA affiliate of the Philadelphia Phillies) and PPL Arena, home of the Lehigh Valley Phantoms (minor league affiliate for the NHL's Philadelphia Flyers) are entertainment complexes. Not only do they need a core network infrastructure for game day events, but they needed equipment (fiber switches, L2 switches, wireless controllers, access points, servers, software, desktop PCs, laptops and office productivity software), wired and wireless Point of Sale terminals, VOIP phones and service, connectivity for their ticketing systems, security cameras, connections for their building automation and environmental controls, Internet access for the team locker rooms and performer needs, general connectivity for media operations, and a Microsoft virtual server environment in a redundant failover cluster for windows domain services and backup functions. That takes an entire team to accomplish! In these instances, it was our home team, PenTeleData I.T. Services, who had the knowledge and experience to meet their needs.

Fun Facts

You breathe on average about 5 million times a year.

Months that begin on a Sunday always have a Friday the 13th in them.

You are born with 300 bones, by the time you are an adult you will have 206.

The average lead pencil will write a line about 35 miles long or write approximately 50,000 English words.

One fourth of the bones in your body are in your feet.

The average person spends two weeks of their lifetime waiting for the light to change from red to green.

It takes more calories to eat a piece of celery than the celery has in it.

The present population is expected to rise to 15 Billion by the year 2080.

The largest recorded snowflake was 15 inches wide and 8 inches thick.

Coca-Cola would be green if the food colorant wasn't added.

"Almost" is the longest word in the English language with all the letters in alphabetical order.

It is impossible to sneeze with your eyes open!

Of all the words in the English language, the word "SET" has the most definitions.

Earth is the only planet not named after a god.

Scientists have tracked butterflies travelling over 3,000 miles.