



PTD CHAT

JANUARY 2016

PENTELEDATA'S
CUSTOMER NEWS

Partner in Business

Columbia County Courthouse

Columbia County, Pennsylvania is the home of natural beauty and a rich history. Their courthouse is located in Bloomsburg, a town also known for its annual fair. The Columbia County Courthouse in Bloomsburg was constructed in 1848. This first courthouse represents the core of the existing building. In 1868, a twenty-five foot enlarging addition was added to the rear of the building. In 1890, there was a major addition to the building complex in front of the original. The main portion of the courthouse is a brick and brownstone Romanesque Revival structure of asymmetrical proportions. A large five-story clock tower with a pyramidal roof is situated at the center front of the building. At the right side of the tower is a three and one-half story, steeply gabled wing four bays wide with rectangular windows and belt courses on the first and second floors and round arched windows with hood moldings both on the third floor and in the gable end. The other side of the building has a hipped roof with dormers; it is three and one-half stories tall, but lower than the gable end. A porch with wide arched openings and a balustrade above runs the width of the hipped-roof section and the tower defines the remainder.

As of the 2014 census, there were just over 67,000 people living in the 490 square miles that encompass the county, so the architectural history is only a small part of the courthouse's story. Today, it houses 283 employees working in 22

county departments, including a tax assessment office, auditors, Children & Youth, a traveling library, the commissioners, conservation district, courts, the coroner, district attorney, district justices, domestic relations, family centers, human services, planning/development, prison, tax claim bureau, Veterans' Affairs, voter registration and more. Since these are all very important functions, reliable Internet and data connections are a necessity. After all, everything from court proceedings, family matters, and prison functions to taxing and payroll depend on having a reliable communications provider.

When asked why they chose PenTeleData for their multiple interoffice fiber connections and bandwidth, Eric Boughner, IT Director at Columbia County Courthouse, said, "Our decision was based on capacity of bandwidth, reliability, pricing and of course, customer service. In terms of reliability, I have not seen any of the connections drop. Monitoring the graphs has not shown any downtime either. When I have needed answers from Network Support or from Sales they have been very prompt and were sincerely willing to help.

"Another advantage of PenTeleData is that they are local. I know that if I have to call, I'll be talking to someone who knows our area and cares about the same things I do. In fact, I've known my Commercial Account Representative for several years. That personalized attention gives me peace of mind."

Going forward, the IT team at the courthouse plans to include more cloud computing, online exposure and wireless connectivity. PenTeleData is ready to customize any of our services to assist with those advancements at a competitive price.



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Manager's Desk...

Dear Valued Customers,

Happy New Year! This special edition of our PTD Chat is all about our fiber. I hope you'll find it interesting and informative.

On another note, I've said it before and I will say it again. Customer education is a top priority for everyone here at PenTeleData. That's why we post monthly Customer Education Contests with helpful security tips at www.ptd.net/securitytips; share information on our Facebook page; and provide access to our Account Management interface, where you can find valuable information about your services from us. To manage your account, visit our webpage at www.ptd.net. The link to access this important information is located on the right side of the page, by clicking on the menu selection of "Account Management". Then, just login with your username and password to view your account details.

As always, we're available 24/7 to answer your questions and concerns at 1.800.281.3564 or via our online chat support on our homepage.

Thank you for your business and continued support.

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

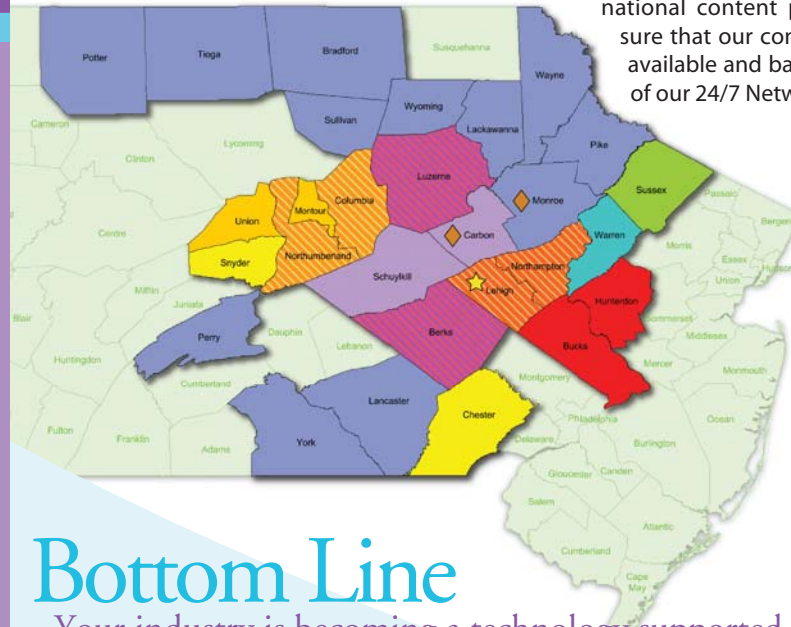
Who we are

PenTeleData: The Technology Behind Our Community

Our strategic partnership of local communications companies serving 28 counties includes:

- > Service Electric Cable TV and Communications
- > Service Electric Broadband Cable
- > Service Electric Cablevision
- > Ironton Telephone
- > Blue Ridge Communications

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 national content providers, we make sure that our connections are always available and backed by the support of our 24/7 Network Control Center.



Bottom Line

Your industry is becoming a technology supported business. Here's how PenTeleData can help:

Dedicated Services

Ethernet Services benefit organizations with multiple locations and complex dedicated Internet requirements. PenTeleData's Ethernet Services can meet all of your organization's growing bandwidth needs by easily supplying constant, reliable, and fast Internet connectivity to all of the locations of your enterprise. PenTeleData can streamline and simplify your corporate-wide area network by introducing the unparalleled speed, security, efficiency and dependability of Ethernet to your network.

LAN/WAN Design Configuration

PenTeleData will help design, build and implement a local or wide area network. From running structured cable, right down to plugging in your desktop PC, or integrating the latest Voice, Video, Data and Internet Technologies.

VPNs (Virtual Private Networks)

PenTeleData Point to Point VPN and Remote Access VPN Services have the ability to reach across traditional and arbitrary barriers and change the ground rules of business communications. Put another way, "with VPNs the WAN is the LAN."

Security

Whether it's a single computer connecting to the Internet, or a corporation with multiple computers networked together, protecting against attacks from malicious intruders is as critical as safely opening the doors for business in the morning. We approach Internet security with a complete solution.

All this is backed by our 24/7 Network Control Center and Industry Leading Engineers.

Why PenTeleData?

Ask Our Customers. Notables:

- > C.F. Martin Guitar and Company
- > Procter & Gamble Paper Products
- > Crayola
- > Weis Markets
- > Buckeye Pipeline Inc.
- > Lehigh Valley IronPigs
- > Geisinger Health System
- > Lehigh Valley Health Network
- > St. Luke's Hospital
- > Susquehanna Health
- > Sacred Heart Hospital
- > Mercy Health System Northeast
- > Good Shepherd Rehabilitation Network
- > Pocono Health Systems
- > National Penn Bank
- > First Northern Bank and Trust
- > West Milton State Bank
- > PPL Gold Credit Union
- > Northumberland Bank

See what customers are saying about our Fiber Solutions: visit penteledata.net/testimonials

Contest

JANUARY 2016:

PenTeleData is giving one lucky winner a family 4-pack of tubing or skiing passes to their choice of Blue Mountain Ski Area in Palmerton, PA; CamelBack Ski Area in Tannersville, PA; Ski Sawmill in Morris, PA; or Ski Denton in Coudersport, 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 1/31/16.

Good Luck! PenTeleData

Brain Teaser:

What do Snowmen eat for breakfast?

540 Delaware Avenue | PO Box 197
Palmerton, PA 18071

www.penteledata.net | www.ptd.net | 1.800.281.3564

 PenTeleData®

PenTeleData Fiber

Features:

Intelligent Routing

Our network can instantly detect faults and determine the best alternate route for traffic through our network.

Quality of Service (QoS)

Not all data is equal. Our network can detect the priority of traffic you're sending and make sure that it gets the best possible throughput. This is great for Voice Traffic!

Distributed Denial of Service (DDoS) Mitigation

As part of our NextGen Network upgrade, we have implemented a mitigation solution that constantly monitors traffic entering from the Internet. When an attack is being directed toward our users, we automatically route the traffic through a specialized process that handles scrubbing out the nasty bits and sending on all the rest— in a totally transparent manner! When the attack stops, the traffic is routed back via the normal path. This is a network wide feature and something that's included in our offering at no additional cost to our customers. We also offer an expanded DDoS Mitigation managed service for businesses who would like to eliminate the overhead costs associated with starting this necessary network protection.

NextGen Network

PenTeleData is leading the way in providing our customers with the fastest possible service. We've already begun work toward 100 Gbps and beyond for the future. The NextGen Network allows us to provide customers with wave services for unprecedented speed!

Wave Service

We carve out a wavelength of light just for your business. This wave can then be given an express lane through our network to connect your business – literally at the Speed of Light!

3G/4G Wireless Backup

The wireless backup gives your business protection in the event that the wired side encounters problems. We provide your business with a wireless capable backup; upon wire side failure the device intelligently reroutes your traffic over a secured wireless connect back to our network!

We're More than Just a Regional Service Provider

PenTeleData has many strategic relationships outside our footprint of nearly 10,000 miles of partner-owned fiber that allows us to provide dedicated Ethernet Services around the entire country.

If this may benefit your business, call us for details at 855-22-FIBER.

Fun Facts

The origin of the term Uncle Sam, though disputed, is usually associated with a businessman from Troy, N.Y., Samuel Wilson, known affectionately as "Uncle Sam" Wilson. The barrels of beef that he supplied the army during the War of 1812 were stamped "U.S." to indicate government property.

The Statue of Liberty arrived in New York Harbor on June 19, 1885, as a gift of friendship from the people of France to the people of the United States.

Benjamin Franklin wanted to make the wild turkey the national bird of the United States.

West Virginia became a state following the Wheeling Conventions of 1861, in which 50 northwestern counties of Virginia decided to break away from Virginia during the American Civil War.

Deer are essentially red-green color blind like some humans. Their color vision is limited to the short [blue] and middle [green] wavelength colors. As a result, deer likely can distinguish blue from red, but not green from red, or orange from red.

Halley's comet will next appear in the night sky in the year 2062. It orbits the sun every 75-76 years, so this is the time between appearances.

Turkey can be stored in the freezer (unopened and uninterrupted) for up to 2-3 years and still be safe to cook. However, for the best quality, use the frozen turkey within 7 months of storage.

WINNER

October 2015 Contest Winner

Congratulations to John Tsadilas of Newton, NJ.

John was the winner of a Family 4-Pack of tickets to see Penn State vs. Michigan Wolverines.

QUESTION: 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? ANSWER: The chain is not attached to anything.