



PTD CHAT

JANUARY 2018

PENTELEDATA'S
CUSTOMER NEWS

Partner in Business

Mifflinburg Bank & Trust

Founded in 1872, Mifflinburg Bank & Trust is located in six locations throughout central PA. They are a community bank that strives to take advantage of technological advancements to help provide a superior customer experience and achieve optimal operational efficiencies.

As with any financial institution, communications between branches, between business divisions and to their data center are critical – the operation of the bank depends on it. These must be high speed, reliable and secure. Thomas L. Eberhart, SVP & Chief Operating Officer, shared how Mifflinburg Bank & Trust decided to choose PenTeleData to provide service. "It was time to choose a communications provider, and it was important to find a business partner to upgrade our communications infrastructure who was willing to make the effort necessary to understand our current and future needs. This led to a solution tailored to us. PenTeleData demonstrated this effort from the beginning. Their team approach, consisting of technical and product specialists, demonstrated commitment to Mifflinburg Bank. By coming onsite to each of our facilities, PenTeleData ensured they understood the current configuration as well as any nuances that may exist at a particular location – the success of the project comes

down to details. PenTeleData's team approach also helps to ensure that everyone is on the same page from day one to prevent 'misunderstandings'.

PenTeleData became the clear choice. They are the market leader in fiber deployment in central PA. In fact, at the time we were looking, PenTeleData was the only company offering a fiber solution. During implementation, switching from a provider can be challenging, especially when there are multiple locations to consider. PenTeleData definitely took the lead in resolving some issues that materialized that were not handled by the previous provider. They have the resources, expertise and willingness to get it done."

He added, "Since our deployment of service in March 2017, reliability of service has definitely met our expectations. Honestly, our expectation is to be able to forget it is there. It is interesting that while there have been some occurrences of minor system disruptions that PenTeleData contacted us with a solution before we realized there was an issue."

Planning for the future is a vital part of any business, including PenTeleData and Mifflinburg Bank. Mr. Eberhart explained, "Mifflinburg Bank has been in business for 145 years and our goal for the next 10 years is to have been in business for 155 years. A key part of our strategy is continued growth. We will accomplish this with continued expansion of the bank's physical and virtual market areas we serve. We will continue to proactively seek and

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Manager's Desk...

Dear Valued Customers,

Happy New Year and welcome to the winter edition of our PTD Chat! We publish our newsletter on a quarterly basis, but to stay up to date on industry news and happenings in between, consider following PenTeleData on social media. If you haven't already, "Like Us" on Facebook at www.facebook.com/PenTeleData or "Follow Us" on Twitter at www.twitter.com/PenTeleData. You'll see great security tips and have the opportunity to win some fun prizes! You can also visit us on Instagram.

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

Thank you for your business and continued support.

Best regards,
Jaime Mendes,
Vice-President of Operations
PenTeleData

Mifflinburg Bank & Trust Continued

utilize technologies that enable a community bank like Mifflinburg Bank to achieve its expansion efforts while providing a favorable return on its investment.

"It will be exciting to witness the next 10 years from a technological perspective. A critical component of Mifflinburg Bank's future success is to partner with a company that will be successful in meeting the challenge of recognizing and adapting to the future of changes in technology. We see PenTeleData as a company that is ready to meet this challenge."

Our Minecraft Themed Suites and Treats Event

Every October, IronPigs Charities hosts a safe trick-or-treating event for underprivileged Lehigh Valley children who might not otherwise have the opportunity to trick-or-treat. Children are invited through various non-profit organizations; a few of them have included The Boys and Girls Clubs, Miracle League of the LV, Pediatric Cancer Foundation of the LV, Dream Come True, Sixth Street Shelter and several others.

As always, a fantastic group of volunteers from our Commercial Sales Department donated their time and talents to hand out candy and entertain our visitors. Thank you to all of our staff who helped in any way, from collecting boxes, to decorating, to making our Minecraft suite "come alive". This year we received a voter's choice honorable mention award!



Could Your Business Benefit from an I.T. Team?

Let us help! PenTeleData I.T. Services offers 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.

No business is too big or too small to benefit from our years of experience. In fact, some of our customers include Lehigh Valley IronPigs, Lehigh Valley Phantoms, Allspire Health GPO, LLC, Allspire Health Partners, LLC, BTM Incorporated, Kovatch Ford, Asbury United Methodist Church, Otter Lake Campground, and Rentschler Chrysler/Chevrolet. Let us add your business to the list! To learn more about how PenTeleData I.T. Services can help your business, visit us at www.penteledata.net/IT.



Contest

JANUARY 2018:

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 1/31/18.

Good Luck! PenTeleData

Brain Teaser:

With pointed fangs, I sit in wait. With piercing force, I dole out fate. Over bloodless victims proclaiming might. Eternally joining with a single bite. What am I?

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



Equifax Hack: Here's What It Means to YOUR Personal Information

Equifax is one of three nationwide credit-reporting companies that track and rate the financial history of U.S. consumers. They collect data from credit card companies, banks, retailers, and lenders. In September, Equifax announced a data breach that could affect 143 million people. Based on the company's investigation, the unauthorized access occurred from mid-May through July 2017.

During this time, cybercriminals stole information including names, Social Security numbers, birth dates, addresses, and the numbers of some driver's licenses. Additionally, credit card numbers for about 209,000 people were exposed, as was "personal identifying information" on roughly 182,000 customers involved in credit report disputes. Upon learning of this incident, Equifax took steps to stop the intrusion and engaged an independent cybersecurity firm to investigate.

Equifax has established a dedicated website to help consumers determine whether they may be affected by the breach. To find out if you are potentially impacted, please go to www.equifaxsecurity2017.com, and click on "Potential Impact," and enter your last name and last 6 digits of your Social Security number. You can also call their call center at 866-447-7559, available from 7:00 a.m. to 1:00 a.m. Eastern time, seven days a week.

What steps can you take to help protect your identity?

- > Safeguard your personal information, whether it is on paper, online, or on your computers and mobile devices.
- > Lock your financial documents and records in a safe place at home and lock your wallet or purse in a safe place at work.
- > Limit what you carry. When you go out, take only the identification, credit, and debit cards you need.
- > Before you share information at your workplace, a business, your child's school or a doctor's office, ask why they need it, how they will safeguard it, and the consequences of not sharing.
- > Shred receipts, credit offers, insurance forms, physician statements, checks and all similar documents when you no longer need them.
- > Consider opting out of prescreened offers of credit and insurance by mail.
- > Before you dispose of a computer or mobile device, get rid of all the personal information it stores.
- > Keep your computer browser up-to-date and use security software.
- > Don't overshare on social networking sites.
- > Avoid phishing emails.
- > Be cautious about Wi-Fi. Don't use a public wireless network to send personal information.
- > Read privacy policies to know how your information will be used.

Fun Facts

A continent is one of Earth's seven main divisions of land. The continents are, from largest to smallest: Asia, Africa, North America, South America, Antarctica, Europe, and Australia.

The Spring festival lasts for about 23 days, ending on the 15th day of the first lunar month in the following year in the Chinese calendar. Chinese New Year decorations, including red envelopes for money. Many people clean their homes to welcome the Spring Festival.

The giant panda is a member of the bear family, which scientists call the Ursidae. Among the bears, it is most closely related to the spectacled bear of South America. Scientists no longer believe that giant pandas are more like raccoons than bears.

Some believe that the tradition of birthday candles began in Ancient Greece, when people brought cakes adorned with lit candles to the temple of Artemis, goddess of the hunt. The candles were lit to make them glow like the moon, a popular symbol associated with Artemis.

The Grand Canyon is 277 miles (446 km) long, up to 18 miles (29 km) wide and attains a depth of over a mile (6,000 feet or 1,800 meters).

The hole in the doughnut was invented by a 16-year-old sailor named Hanson Gregory. In 1916, the Washington Post interviewed Gregory, the man who claimed to have invented the modern donut back in 1847. Gregory was tired of eating greasy and undercooked donuts with raw dough on the insides.

WINNER

October 2017 Contest Winner

Congratulations to Eileen Matenkoski of Drums, PA.

Eileen was the winner of a Family 4-Pack of tubeing tickets to Camelback Mountain Resort.

QUESTION: How many pumpkins do I have? If I give half of my pumpkins to my friend Tom and then give half of what is left to my friend Zara, I will have 6 left. ANSWER: 24