



PTD CHAT

APRIL 2019

PENTELEDA'S
CUSTOMER NEWS

Partner in Business

Geisinger

Geisinger is one of the nation's most innovative health services organizations and serves more than 1.5 million patients in Pennsylvania and New Jersey. The system includes 13 hospital campuses, a nearly 600,000-member health plan, two research centers and the Geisinger Commonwealth School of Medicine. Geisinger is known for its focus on caring and innovative programs including the Proven-Care best-practice approach to maximize quality, safety and value; ProvenHealth Navigator® advanced medical home; Springboard Health® population health program to improve the health of an entire community; ProvenExperience™ to provide refunds to patients unhappy with their care experience; and Geisinger's MyCode Community Health Initiative, the largest healthcare system-based precision health project in the world. A physician-led organization, with approximately 32,000 employees and more than 1,800 employed physicians, Geisinger leverages an estimated \$12.7 billion positive annual impact on the Pennsylvania and New Jersey economies. Repeatedly recognized nationally for integration, quality and service, Geisinger has a long-standing commitment to patient care, medical education, research and community service.

When asked why they chose PenTeleData, John Kravitz, Chief Information Officer at Geisinger explained, "PenTeleData had the services and infrastructure in the footprint that aligned with many of Geisinger remote practices

and business offices. We currently use dedicated fiber for private circuits, cable modems for backup lines and DDOS from the business side. Many of our employees in the PenTeleData footprint are utilizing cable modems to connect remotely back to Danville via secure VPN tunnels. It is beneficial to have the main data center and our employees using PenTeleData services allowing connectivity never traversing to another network as well as maintaining a very low latency connection."

Of course, reliable connections are a vital part of any healthcare organization. Kravitz added, "The redundancy that has been built within the PenTeleData network prevents us from having extended unplanned outages. Even the planned major maintenance/upgrade projects are not really service affecting, there is always enough time for planning and confirming what will be impacted as well as allowing us to prioritize the order. If there is any question about our service, PenTeleData's support staff has been great from sales to the technical group. If they don't have an immediate answer it doesn't take long for them to get the information we need."

Geisinger's first circuit with PenTeleData, back in 2000, was a 10 meg Internet connection. The bandwidth to each of their remote sites was a T1 line and they thought they had enough capacity for years to come. Today, they have multiple dedicated Etherpoint circuits ranging and even more cable modems. They are in the process of upgrading their connections to even higher speeds than ever before. This growth is likely to increase over time and PenTeleData is proud to support those changes. Kravitz explained, "As we continue to grow, the organization will require a strong, secure network. Connectivity to rural parts of the state are very important as the consolidation of healthcare systems continues. Network speed plays a major role in our future as we continue to build the world's largest bio-bank of information. The need to secure that information and provide timely access to our clinicians becomes most important to treat our patients in a safe and secure manner."



 PenTeleData

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Manager's Desk...

Dear Valued Customer,

Welcome to the spring edition of our PTD Chat. PenTeleData is celebrating 25 years of business! That's a quarter of a century and it's because of YOU, our loyal customers. Whether you are billed by one of our partner companies or you have broadband or multiple dedicated connections with PenTeleData, you are an important part of our success.

While many companies offer Internet service, we strive to be different. We also provide superior customer service. That's because we're local, so we can respond faster when you do have a question or problem. Besides, we live here too, so we care about the people and community here just as much as you do and we have a vested interest in making sure you are a satisfied customer.

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

We're Celebrating 25 Years!

2019 is a milestone year for all of us at PenTeleData. We're celebrating our 25th Anniversary! Internet services have come a long way from the dial-up service we all wanted in our homes in 1994, so we thought we'd share some of our milestones along the way. We couldn't have done it without you, so thank you for choosing PenTeleData. We appreciate your business and continued support!

1994

- > First Node offered initial dial-up speed of 14.4 kbps
- > Named our residential Internet Service 'ProLog'; competing with national providers AOL and Prodigy; locally competed with Fastnet and Enternet among many other dial-up providers of the day

1995

- > Our first customer signed up for service
- > First billing run included approximately 200 invoices
- > Moravian College signed up for service

1996

- > Created our company mascot for ProLog Internet Service by taking the P and G off ProLog (Rolo)
- > ATM Network design began
- > PenTeleData was first in the nation to offer residential broadband Internet service with ProLog Express broadband

1997

- > Second floor added to our building

1998

- > PenTeleData acquired Microserve

1999

- > ATM Network is completed, offering speeds up to 622 Mbps

2000

- > Redesigned our PenTeleData logo
- > PenTeleData introduced IST (now PenTeleData I.T. Services) to offer customized solutions to schools, businesses, and professionals
- > Offered Commercial Cable Modem with 1 Mbps/1 Mbps speeds

2002

- > Prolog Internet Service became the title traffic sponsor for the area's most popular radio stations

2003

- > Offered Partner Residential Cable Packages with 300 kbps/160 kbps up to 1 Mbps/400 kbps
- > Lehigh Valley Hospital and Health Network became a customer

2004

- > Offered Two-Way Commercial Cable Package at 500 kbps/33.6 kbps
- > Offered Two-Way Commercial Cable Package at 1.5 Mbps/128 kbps

2005

- > Blue Mountain Ski Area, Penn's Peak and Bethlehem Brew Works became PenTeleData's first Unleashed Hot Spot locations
- > Commercial Special offers an Ethernet dedicated connection for \$250 per meg of bandwidth

2006

- > Offered a Partner Residential DSL Package at 3 Mbps/320 kbps
- > PenTeleData exceeds 100 Unleashed Wi-Fi Hot Spots
- > The ProLog brand name disappears. Each partner begins using their own name brand to define our High-Speed Internet service. The name Prolog Express progressively faded from advertising and promotional materials. Instead, our partners began to use "Powered by PenTeleData" in their new logos and advertising.
- > PenTeleData changed IST name to Computer Patrol and began servicing residential customers

2008

- > Technical Support and Customer Service launched an online chat for live support
- > Expansion of our building begins, with plans to add almost 9,000 new sq. ft. of space for a total of roughly 36,000 sq. ft.
- > 10 Gbps MPLS Network with Intelligent Routing completed

2009

- > Installed our 200th Unleashed Wi-Fi Hot Spot

2010

- > Computer Patrol "The Store" opened for business in June

2011

- > Introduced a new My PenTeleData Webmail e-mail server with features similar to Microsoft Outlook
- > PenTeleData and Computer Patrol names and logos became officially trademarked
- > Launched redesign of our commercial website, www.penteledata.net
- > Introduced new commercial cable modem packages that include Wi-Fi and Firewall from Computer Patrol
- > Began designs on our infrastructure and deployment for IPv6
- > Renamed our Web Hosting
- > MPLS Network upgraded to 20 Gbps nodes
- > Customer Service and Technical Support began new shifts and take after hour calls for our partner companies
- > Launched our presence on social media sites Facebook and Twitter
- > Implemented a Voice Recording System for quality assurance purposes in all departments that have contact with customers
- > Net Neutrality rules began

2012

- > Fiber campaign began with billboards and television spots
- > Introduced DOCSIS 3.0 packages for business

2013

- > Introduced 3G/4G Cellular Network Backup Internet for business
- > Launched redesign of our residential website, www.ptd.net
- > Upgraded several of our nodes for greater than 20 Gbps capacity
- > Revised our Copyright Infringement guidelines to coincide with industry standards

2014

- > Announced details about the upcoming benefits of our NextGen Network, including Quality of Service, Distributed Denial of Service Mitigation, Wave Services, and 3G/4G Wireless Backup

2015

- > Customer Service Representatives received extensive training from our partner groups to take partner overflow calls
- > Implemented DDoS Mitigation
- > Invested in a new DWDM transport network within the Lehigh Valley and invested more capital to extend beyond the Valley
- > Recognized as Large Business of the Year by The Carbon Chamber and Economic Development Group

2016

- > Deployed our Next Gen network through the Lehigh Valley, Milford, Hawley and Mount Pocono areas and then toward Wilkes-Barre and Ephrata respectively.
- > PenTeleData and Service Electric provided Community Wi-Fi at Musikfest

2017

- > Received an ArtsQuest Founder's Award for support of their arts and cultural programming
- > Hospitals & Health Networks unveiled its nineteenth annual "Most Wired" list and three of PenTeleData's customers were named, including Lehigh Valley Health Network, St. Luke's University Health Network and Geisinger Health System.
- > Recognized as a Platinum Sponsor of the Bloomsburg Fair

2018

- > Introduced our Cloud Based Voice Services.
- > Voted Best Internet Provider by readers of The Times Leader
- > Converted our Unleashed Hot Spots to PenTeleData Community Wi-Fi
- > Extended Gig cable modem speeds to all of Blue Ridge Communications' serving area

Contest

April 2019:

PenTeleData is giving one lucky winner a family 4-pack of tickets to an IronPigs game on Friday, May 24th at 7:05 pm. Lehigh Valley IronPigs vs. Buffalo Bisons.

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 4/30/19.

Good Luck! PenTeleData

Brain Teaser:

There's one sport in which neither the spectators nor the participants know the score or the leader until the contest ends. What is it?

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Your Business Already Trusts PenTeleData for Data, So Why Not Add Voice Services Too?

PenTeleData's Cloud Based Voice Platform includes a comprehensive and expanding suite of end-user features and functionality. Our cost-effective voice solutions are powered by our privately-owned network and offer feature-rich and scalable customization. Whether a company has a few lines or is a national company, we'll help find the solution that works best.

PenTeleData's Cloud-Based Voice Services offer:

- > Scalability: All of our voice solutions are deployed only over SIP. SIP Trunks allow you to easily increase capacity.
- > Cost savings: Options that will meet the needs of each individual business. Buy what you need. Scale up or down, anytime you need.
- > Disaster Recovery: SIP Trunks allow you to redirect calls instantly in the event of a disaster to ensure continuity of inbound and outbound voice services and provide cost-effective diverse failover options.
- > Affordable Direct Inward Dialing (DID): Add numbers to your service as you need.
- > Dependable: Our voice services are backed by our dependable fiber network. On our network, Voice and Data are managed on separate data flows. This allows us to control voice services with a high priority, high quality and high availability.
- > Sensible calling plans: Our options will meet the needs of each individual business.
- > Competitive international calling rates: We believe that providing world-class service to customers everywhere should be affordable.

Why choose PenTeleData? We can sum it up in one word: Reliability. Our fully redundant fiber optic network has multiple paths to major hubs in Ashburn, VA; New York, NY; and Chicago, IL. We have private peering agreements with major national content providers and cache servers to reduce network congestion. Interconnect agreements allow us to expand our footprint to serve multiple locations. All of this is supported by our 24/7 Network Control Center. One of our greatest assets is being locally owned - it allows us to make decisions faster and support our customers better. We don't outsource our support and since we own Pennsylvania's largest privately owned fiber optic network with nearly 10,000 miles of cabling deployed, it gives us a lot of leverage to provide reliable, scalable fiber based solutions.

Fun Facts

The British pound was not divided into 100 cents like our dollar, but its smallest part was called a penny, and that's why we call our cent a "penny" today. But for more than one, the British called them "pence" while ours are called "pennies."

The sleepiest animal in the world is the koala, who sleeps 22 hours a day. Next is the sloth (20 hours), armadillo and opossum (tied at 19 hours each), lemur (16 hours), then hamster and squirrel (tied at 14 hours each).

Freezing foods renders bacteria inactive but doesn't actually kill anything. That means if your food went into the freezer contaminated, once thawed it will still harbor the same harmful bacteria. Cooking it to the recommended temperature is the only way to ensure that your food is safe.

Prescription bottles come in several different colors, the most common of which being orange or light brown due to its ability to prevent ultraviolet light from degrading the potentially photosensitive contents through photochemical reactions, while still letting enough visible light through for the contents to be identified.

WINNER

January 2019 Contest Winner

Congratulations to Bob Mackunis of Hanover Township, Pa.

Bob was the winner of a Family 4-Pack of lift tickets to Blue Mountain Ski Area in Palmerton, PA.

QUESTION: Two men play five games of checkers. Each man wins the same number of games. There are no ties. Explain this. ANSWER: The two men were not playing each other