

# PTD CHAT

JULY 2019

PENTELEDATA'S  
CUSTOMER NEWS

## Partner in Business

Lehigh Valley Economic Development Corporation

The Lehigh Valley Economic Development Corporation (LVEDC) is a private-public partnership whose mission is to market the economic assets of the Lehigh Valley and to create partnerships to lead the recruitment, growth and retention of employers. They work to recruit companies in targeted economic sectors, support the growth and retention of new and existing employers, promote and coordinate a skilled and prepared workforce, and provide intelligence and data on the Lehigh Valley economy.

When LVEDC began looking for a service provider, it was important to them to support local business, after all, that is part of their mission. Colin McEvoy, Director of Communications at LVEDC, explained, "We were looking for a high-quality regional service provider and we were fortunate to find PenTeleData. LVEDC utilizes high-speed data in just about everything we do on a day-to-day basis, from computer access to our VOIP phones that we can take anywhere. We use their network to show marketing materials, specifically videos to people and companies who may be new to the Lehigh Valley. A slow connection with freezing and stopping would certainly undermine our efforts to show how advanced the Lehigh Valley is in terms of technology."

When asked about service and reliability, Mr. McEvoy added, "We very rarely experience slow-downs or interruptions in our service and PenTeleData is very good about making information on any issue easily accessible, so we can plan accordingly.

"Each time we call PenTeleData's customer service, we are connected with very little wait time. The individual with whom we connect is always knowledgeable about our account and can provide the information we need. As far as service providers go, you can't ask for more than that!"

LVEDC released a new three-year strategic plan in 2017 that established their priorities and initiatives as they continue work to advance the region's economic growth and job creation. That plan includes recruitment; marketing & communications; advocacy & leadership; and retention, resources, and regional strategies. Additionally, LVEDC recently unveiled its "Made Possible in Lehigh Valley" marketing campaign, which will tell the stories of regional companies and people alike, increase outside awareness of our region, and let everyone know the amazing things made possible here in the Lehigh Valley. LVEDC encourages regional companies and residents to view and share the video, and to embed it on their own websites with the hashtag #Ivmadepossible. The video can be found on YouTube at [https://www.youtube.com/watch?time\\_continue=5&v=PpqjFexXkw4](https://www.youtube.com/watch?time_continue=5&v=PpqjFexXkw4).



Photo courtesy of LVEDC

 PenTeleData.

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# Manager's Desk...

## Dear Valued Customer,

Welcome to our summer edition of the "PTD Chat", our quarterly newsletter. Baseball is in full swing and PenTeleData and our partners are proud to support the Lehigh Valley IronPigs. In fact, PenTeleData is their Official Internet Provider! PenTeleData is proud to be part of the game day preparation and activity. We know it takes dedicated fans (If applicable, give yourself a round of applause here), a good staff (we're definitely clapping for them), and a good I.T. Team (that's where our team comes in to play). On game day, network reliability is one of the most important factors. PenTeleData I.T. Services makes sure that all hardware and software is ready for business. This includes internal communications, ticketing, financial reporting and the day-to-day functioning of the point-of-sale terminals, wireless scanners, ticket printers, and computer and server configurations. Of course, making sure that transactions are secure becomes part of that responsibility too.

On top of that, our partner Service Electric Cable TV and Communications is the Official Exclusive Communications Provider, an honor that has made the pioneering company continue with their tradition of firsts. In 2008, the Lehigh Valley IronPigs became the first minor league baseball team to have its entire 72-game home schedule televised live. All IronPigs home games now air on a four-station network created with Service Electric Cable TV, Inc. In addition to the games airing on SECTV (TV2), the telecasts are carried live on Service Electric Cablevision, Blue Ridge Communications and WYLN35. The network airs each home game to more than 900,000 households in Eastern Pennsylvania and Western New Jersey. All games on the IronPigs TV feature a 30-minute pre-game show and a post-game show.

We want to help your team run well too. To learn more about how PenTeleData I.T. Services can help your business, visit us at [www.penteledata.net/IT](http://www.penteledata.net/IT).

By the way, "Like Us" on Facebook or "Follow Us" on Twitter and Instagram. Thank you for trusting our fiber for your connections. We'll "Chat" again in the fall.

Thank you for your business and continued support.

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

## PenTeleData Email on the Go!

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 be available.

Using Webmail is easy – just visit [www.ptd.net](http://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.

## PenTeleData Community Wi-Fi Update

We're making some tremendous progress with PenTeleData Community Wi-Fi! At the time of this writing, we have just finished transitioning Moravian Steel Field, Sacred Heart Hospital, and Coca-Cola Park (Home of the Lehigh Valley IronPigs) to the new equipment. Lehigh University will be upgraded in the next week or two.

Blue Ridge Communications has run the drop cabling for the outdoor units in Ephrata so we're working to get all of the units mounted and installed. Community Wi-Fi is expected at the Ephrata Pool area, Denver Memorial Park, Denver Borough Pool, Green Dragon outdoor market, Lititz Springs Park, Ephrata Park, Bull's Head Pub, General Sutter Inn, and various shops and eateries.

## PenTeleData Cellular Network Backup (Turnkey Solution only \$64.<sup>95</sup> per month)

What would happen if your data connections stopped working for a few minutes? Would it take a drastic toll on your business? If your company cannot function without data connections, even for short periods, a cellular modem from PenTeleData may be your solution. Cellular Network Backup is a reasonably priced, easy to deploy and manage solution for businesses that can benefit from a secondary access solution in the event of an Internet or WAN service outage. A cellular modem equipped router provides access to a wireless WAN network service at Verizon Wireless LTE speeds for Internet or WAN connectivity.

### In Progress: Voice Over DOCSIS for Business!

If you're looking for value for your company, you'll be glad to hear that we are in the process of introducing Voice over DOCSIS, a cost-effective phone solution for businesses, to select areas. Please call us for more information and availability.

## Contest

### July 2019:

PenTeleData is giving one lucky winner a family 4-pack of tickets to Dorney Park and Wildwater Kingdom in Allentown, 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](mailto:chat@corp.ptd.net). All entries must be received by 7/31/19.

Good Luck! PenTeleData

### Brain Teaser:

How many birthdays does the average man have?

540 Delaware Avenue | PO Box 197  
Palmerton, PA 18071

[www.penteledata.net](http://www.penteledata.net) | [www.ptd.net](http://www.ptd.net) | 1.800.281.3564

 **PenTeleData**

# G-Force: The Speed Your Business Needs...

If you can compare the urgency of getting a job done to time travel, then our G-Force Speed is for you. Gig speeds will maximize productivity and meet your company's needs well into the future. With G-Force, you can stream a handful of high-definition videos simultaneously and still have extra bandwidth to close the accounting cycle or browse the Internet. Let us help you experience the G-Force with blazing fast speeds up to 1 Gbps/40 Mbps!\*

**If you don't need quite that fast, we also offer M-Force Pro with speeds of up to 500 Mbps/35 Mbps.\* Don't let your business fall light-years behind the competitor. If you want to accelerate productivity in your company, our M-Force speed is what you need. It's Meg(a) fast to keep the mortal enemy of time on your side.**

At PenTeleData, there is no shortage of fiber – nearly 10,000 miles of fiber optic plant throughout our network. We'll help you find the best option for your business.

*\*Speeds may vary by our partner areas.  
Please call for availability.*



## Fun Facts

By 1976, McDonald's had served 20 billion hamburgers, and system wide sales exceeded \$3 billion. The company pioneered breakfast fast food with the introduction of the Egg McMuffin in 1972 when market research indicated that a quick breakfast would be welcomed by consumers.

Alvin and the Chipmunks is an American animated music group created by Ross Bagdasarian, Sr., for a novelty record in 1958.

Michael Jordan's net worth is estimated at over 1 billion thanks to years of endorsement checks and millions in salary from the Bulls and his Jumpman business brand. Jordan's net worth has the potential to surge through his 80% stake in the Hornets.

The sleepest 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).

Rhode Island was discovered in 1524 by Italian navigator Giovanni da Verrazano. The story is that he saw a similarity between this area and the Greek island of Rhodes. But the Dutch explorer Adriaen Block, there in 1635, named it Roodt Eylandt 'red island', for the color of its soil.

Your ears pop in airplanes because the air high above the surface of Earth is less dense than air near the surface, because air near the surface has all the air above it pushing down. Your inner ear has air trapped in it and as the atmospheric pressure changes, it causes pressure on your ear drum.

WINNER

## April 2019 Contest Winner

**Congratulations to Kim Hirsch of Bath, PA.**

**Kim was the winner of a family 4-pack of tickets to a Lehigh Valley IronPigs game.**

QUESTION: 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?

ANSWER: Boxing