



PTD CHAT

OCTOBER 2019

PENTELEDATA'S
CUSTOMER NEWS

Partner in Business

Hoffman Hlavac & Easterly

Hoffman Hlavac & Easterly is a law firm specializing in labor and employment law, general litigation, general business matters, and personal injury claims. The firm was founded by Steve Hoffman, George Hlavac, and Ed Easterly in March of this year. Including its fourth attorney, John Buckley, the firm touts over 75 years of legal experience. In addition to representing the legal interests of both businesses and individuals, the firm offers an extensive curriculum of training options for supervisory and non-supervisory employees, including harassment, diversity, sensitivity, FMLA, ADA, hiring, discipline, termination, performance evaluations, proper documentation practices, proper compensation practices, and general supervisor training.

When asked about why they chose PenTeleData to provide their data, voice, and IT services, George C. Hlavac, Esquire, explained, "We were looking for a business partner that could handle all of our IT and telecommunications needs, including computers, networks, Internet, phones, and support. We wanted a partner that was reliable and would be responsive, regardless of the size of our company. PenTeleData checked all of those boxes and more. Their Cloud-Based Voice Services enable us to service our clients on a 24-7 basis, no matter where we might be. We are able to conveniently access our client

files from anywhere: the courthouse, our homes, client locations, the practice field, or the beach. We are never unable to respond to our clients' needs because we are away from the office."

He added, "As a new business, you fully expect to have bumps in the road when it comes to infrastructure and equipment issues. With respect to our IT and telecommunications services from PenTeleData, we have had virtually no issues. The equipment and services have been extremely reliable. The importance of their network redundancy cannot be understated. In today's business environment, if your computers, phones, or Internet services are not working, it paralyzes operations. No business can afford to temporarily shut down because of these problems. We selected PenTeleData as our business partner because of its reputation for dependability.

"When we have needed assistance from PenTeleData's support staff, they have been a tremendous help. The PenTeleData team made numerous trips to our offices to get us up and running as soon as we opened the doors. They never made us feel like they were in a hurry to leave or that they had more important customers to service. From our perspective, we were the most important customer they had. Our questions were immediately answered and any issues were promptly addressed and corrected. Post start-up, any problems that we have encountered have been handled very quickly."

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Manager's Desk...

Dear Valued Customer,

Welcome to the fall edition of our "PTD Chat". As 2019 comes to a close, it's my last opportunity to mention our 25th Anniversary in this newsletter. Those of you who know me already know that PenTeleData's success is very personal to me, so I'd like to take this chance to recognize everyone that contributed to this milestone. I'd like to thank everyone at Service Electric Cable TV and Communications, Service Electric Broadband Cable, Service Electric Cablevision, Ironton Telephone, Palmerton Telephone and Blue Ridge Communications. Our partnership is possible because of each of you. I'm also grateful for my colleagues here at PenTeleData. Your talents, hard work and dedication are not unnoticed and make us the best in the business. Lastly, thank you to our customers. We appreciate that you've chosen PenTeleData and we strive to meet your ongoing expectations.

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

Hoffman Hlavac & Easterly Cont.

With the constantly increasing and changing demands placed upon employers by both the federal and state governments, the need for quality labor and employment counseling and assistance is greater than ever. To meet these needs, Hoffman Hlavac & Easterly plans to grow the firm with the best labor and employment, litigation, and general business attorneys in Eastern Pennsylvania. As they grow, PenTeleData will offer the support and services they need to stay on the cutting edge of technology, just as we've been doing for area businesses for the last 25 years.



Does your business need constant data connectivity?
*If so, consider Cellular Network Backup,
exclusively from PenTeleData!*

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PenTeleData's Cloud Based Voice

PenTeleData's Cloud Based Voice Platform is a cost-effective solution for a few or many phone lines. You already trust us for data connections and will be surprised at the scalable and feature-rich customization we offer, so contact us about your voice services too!

Contest

October 2019:

PenTeleData is giving one lucky winner a family 4-pack of tickets to see the Lehigh Valley Phantoms vs. Hershey Bears game on December 6, 2019

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 10/31/19.

Good Luck! PenTeleData

Brain Teaser:

You throw away the outside, eat the inside, then throw away the inside. What is it?

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 PenTeleData®

It's Time for Hockey

and PenTeleData is Proud to be the Official Internet Provider for the Lehigh Valley Phantoms!

The Lehigh Valley Phantoms are the American Hockey League affiliate of the National Hockey League Philadelphia Flyers. The team began as the Philadelphia Phantoms in 1996 and remained in the City of Brotherly Love until 2009 when they relocated to Glen Falls, New York, as the Adirondack Phantoms. After five seasons in New York, they found their new home inside the PPL Center in downtown Allentown, Pennsylvania. That's when PenTeleData and our partner, Service Electric Cable TV and Communications, became part of the Lehigh Valley hockey scene. PenTeleData is their Official Internet Provider and Service Electric is a Founding Partner.

PPL Center is a state-of-the-art multipurpose arena located in downtown Allentown, PA. The arena seats more than 10,000 for concerts and more than 8,500 for Phantoms professional hockey games, making it the region's largest events venue. The arena, which is the main catalyst to the revitalization and growth of downtown Allentown, includes everything from the Phantoms, the AHL affiliate of the NHL Philadelphia Flyers to live concerts, trade shows, figure skating events, youth sports, high school and collegiate events, and much more.

PenTeleData's IT Services team works behind the scenes to make sure that the Phantoms can focus on winning. In addition to designing and implementing the core data network and equipment for the PPL Center, we provide the data and Internet service for the corporate networks for the Phantoms Hockey organization (including the arena and all food and beverage operations), more than 200 wired and wireless POS terminals (including additional support for Chickie's and Pete's Crab House and Sports Bar and Crust, a coal-fired pizza restaurant), more than 250 VOIP phones, wired and wireless connectivity for their ticketing system, security cameras, building automation and environmental controls, maintenance for public wireless connectivity, 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.

Service Electric Cable began as the nation's first community antenna televisions system, so it was fitting that they are also a founding partner with the Lehigh Valley Phantoms. Since then, Service Electric TV2 Sports, with their Emmy award-winning production standards and industry leading equipment, provides exclusive live coverage of Lehigh Valley Phantoms hockey live game action in high definition along with pregame, postgame, and intermission shows for all 38 home games. They also produce a weekly half-hour Phantoms show, Breaking the Ice, airing Monday nights at exclusively on TV2.

Fun Facts

The "BB" in bb gun does not stand for 'ball-bearing'. 'BB' began as the size of a shot (intended for use within a shotgun shell) which fell midway between 'b' and 'bbb' types. An inventor eventually began using 'bb' as a single projectile, hence the name.

The following are technically fruits: avocado, beans, peapods, corn kernels, cucumbers, grains, nuts, olives, peppers, pumpkin, squash, sunflower seeds and tomatoes. Vegetables include celery (stem), lettuce (leaves), cauliflower and broccoli (buds), and beets, carrots and potatoes (roots).

An average professional football game lasts 3 hours and 12 minutes, but if you tally up the time when the ball is actually in play, the action amounts to a mere 11 minutes.

When an apple is cut (or bruised), oxygen is introduced into the injured plant tissue. When oxygen is present in cells, polyphenol oxidase (PPO) enzymes in the chloroplasts rapidly oxidize phenolic compounds naturally present in the apple tissues to o-quinones, colorless precursors to brown-colored secondary products.

The King Ranch in Texas is bigger than the state of Rhode Island. It comprises 1.25 million acres and was the first ranch in the world to be completely fenced in. At one time, its borders were guarded by armed patrol.

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

The silkworm consumes 86,000 times its own weight in 56 days.

WINNER

July 2019 Contest Winner

Congratulations to Carlene Feist of Pringle, PA.

Carlene was the winner of a 4-pack of tickets to Dorney Park and Wildwater Kingdom in Allentown.

QUESTION: How many birthdays does the average man have?

ANSWER: One, he celebrates once a year