



# PTD CHAT

JANUARY 2020

PENTELEDATA'S  
CUSTOMER NEWS

## Partner in Business

### Sports Info Solutions

Sports Info Solutions (SIS), originally founded as Baseball Info Solutions, has been delivering baseball data and analysis to the teams, media, and public for nearly two decades. Beginning in 2015, SIS added advanced analysis of the many intricacies presented each week across the NFL and NCAA football.

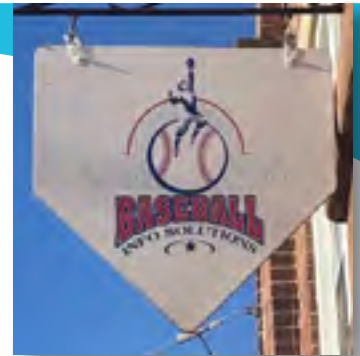
SIS offers an array of products that can be divided into three broad categories: Baseball Industry Products, Football Team Products and Other Products, which include: fantasy products, publications, interactive products and a variety of special projects. SIS is the industry leader of video scouting and analysis, and, accordingly, offers a full suite of products to its prestigious client base. The SIS scouting department is larger than any MLB or NFL team and their Football Team data collection covers every NFL and FBS college game with unparalleled precision with historical data ranging back to the 2009 NFL season. All data collection is performed in-house by over 60 part-time video scouts who are trained using NFL scouting techniques. In 2019, SIS published its first football book *The SIS Football Rookie Handbook (A Comprehensive Scouting and Analytics Guide)* and launched its first consumer-facing football website SISmetrics.com. They offer basic, premium and daily packages for both fantasy baseball and fantasy football. SIS also produces and sells *The Fielding Bible*, *Bill James Handbook* and other publica-

tions, and recently launched SISbets.com, a site positioned to compete in the emerging sports betting industry. SIS also performs a variety of special custom projects for its top confidential customers and other high-profile customers.

Why did they choose PenTeleData? Rob Dougherty, President of SIS, explained, "We chose PenTeleData because of their reliability, affordability, and the quality of customer service. We also like to support local businesses when we don't have to compromise on quality. PenTeleData is our primary network provider that supports our mission critical infrastructure. We utilize their fiber line between our offices and a point to point line to our colocation. These connections also support our VPN and Customer Traffic."

When asked whether services have been reliable, he said, "Absolutely! We have not had to execute our Service Level Agreement (SLA) since we have had their service. We haven't experienced any fluctuations in available bandwidth. Our service has just worked as expected."

Looking ahead, SIS plans to continue rapidly expanding their client base amongst sports teams, media, and new markets. They are always looking to find new ways to improve their business to business product lines and will continue to grow their business to consumer footprint. Over the next ten years, their main objective is to continue to expand and scale their business while identifying and utilizing the appropriate technologies that have the capabilities to grow along with them. PenTeleData has nearly 10,000 miles of fiber optic cabling, over \$300 million invested in fiber optic infrastructure, 60 Points of Presence, fully redundant connections, and peering with large global content providers to support that growth.



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# Manager's Desk...

## Dear Valued Customer,

Happy New Year and welcome to the winter edition of our "PTD Chat". We appreciate that you've chosen PenTeleData. Whether you are billed by one of our partner cable companies or are a business billed directly by us, you are an important part of our company's success. We're proud that our connections have a small part in your successes too: at home, at school, and at work. If you use our services for business, maybe we can help some more. We've included information in this newsletter about BizFi and bundling Voice and Broadband Services. If you'd like to know more, feel free to call us.

Do you know that we offer a monthly contest geared toward customer education? Prizes are always technology related or Amazon gift cards. It's our way of keeping our customers up to date on important security and Internet-related tips. You can check it out and enter to win at [www.ptd.net/contest](http://www.ptd.net/contest).

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](http://www.ptd.net).

Thank you for your business and continued support.

Best regards,

Jaime Mendes  
Vice President of Operations  
PenTeleData

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

*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. We're proud to sponsor the team and our IT Services team works behind the scenes to make sure that the Phantoms can focus on winning.



*Would you like to be part of the action too?*

**Call us today at 1-855-22FIBER or contact your account representative to sign a new three-year contract (this will extend your existing contract) and we'll give you a pair of tickets to see the Lehigh Valley Phantoms at the PPL Center. (Tickets are limited. First come, first serve, while supplies last.)**

## There's a Buzz about BiZFi from PenTeleData

*It's WiFi for your Biz'ness! All Systems can be preconfigured and shipped! Here's what you get:*

### **BizFi Basic for \$11.95/mo.**

- > Powered by industry-respected Netgear with automatic updates
- > Signal Covers up to 2,000 sq. ft.
- > One LAN Port and one Satellite
- > Up to one additional Satellite to extend coverage up to 3000 sq. ft.\*\*
- > PenTeleData I.T. Services Standard Support included Monday – Friday (8 AM – 5 PM)

### **BizFi Plus for \$19.95/mo.**

- > Powered by industry-respected Netgear with automatic updates
- > Signal Covers up to 4,000 sq. ft. and multiple floors
- > Four LAN Ports and one Satellite
- > Up to three additional Satellites to extend coverage up to 6000 sq. ft.\*\*
- > PenTeleData I.T. Services Standard Support included Monday – Friday (8 AM – 5 PM)

**To learn more, please contact your PenTeleData account representative or call PenTeleData I.T. Services directly at 1-877-610-9090.**

One additional satellite can be added to increase coverage up to 3000 square feet to provide service for problematic areas for BizFi Basic package. Three additional satellites can be added to increase coverage up to 6000 square feet to provide service for problematic areas or high usage areas for BizFi Plus package. Systems can be preconfigured and shipped for client self-installation or the customer can pay a one-time fee of \$99 to have I.T. Services install and configure the system (use GJI). Optional advanced firewall with UTM services may be quoted and purchased separately based on customer specific requirements. PenTeleData I.T. Services standard support is Monday through Friday from 8 AM to 5 PM, excluding holidays. \*\*Additional Satellites will be added as a monthly rental fee. Pricing will vary dependent on model chosen.

## Contest

### JANUARY 2020:

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](mailto:chat@corp.ptd.net) All entries must be received by 1/31/20.

**Good Luck! PenTeleData**

### Brain Teaser:

What has to be broken before it can be used?

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.

# Bundle Up Voice and Broadband this Winter

*At PenTeleData, we know that Internet speed is a vital part of your day-to-day transactions. That's why, depending on where your business is located, we offer broadband speeds up to 1 Gbps/40 Mbps.*

**Your business already trusts PenTeleData for data services, so why not have your voice heard with us too?** PenTeleData's Cloud Based Voice Platform includes a comprehensive and expanding suite of end-user features and functionality using PRIs, POTS lines and SIP trunks. 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 many, 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

In 1997, Steve Jobs managed to persuade the board of directors of Apple to fire previous CEO Gil Amelio and appoint Jobs the new CEO as a consequence of Apple's very bad results. These bad results were partially caused by an anonymous sale of 1.5 million shares. It was later revealed that the anonymous seller was Jobs himself.

The red Santa Claus as we know him was created by Haddon Sundblom for a Coke advertisement in 1931.

Crunchy food goes soft when you leave it out for a while; soft food goes crunchy when you leave it out for a while.

Orange juice tastes bad after you've brushed your teeth because the toothpaste blocks the sweetness receptors on your tongue.

M&M stands for Mars and Murrie.

You can hear a blue whale's heart-beat from more than 2 miles away.

About 700 grapes go into one bottle of wine.

Baby sea otters can't swim. Their moms will wrap them in pieces of kelp while they hunt until the buoyant pups learn how to paddle around on their own.

If you step on someone's foot, they open their mouth.

Pringles aren't actually potato chips. you won't see the word "chip" anywhere on the packaging. That's because Pringles aren't made of thinly-sliced potatoes, but instead dehydrated potato flakes pressed into their signature parabolic shape.

WINNER

## October 2019 Contest Winner

**Congratulations to Jennifer Bara of Coopersburg, PA.**

**Jennifer was the winner of a Family 4-Pack of lift tickets to see the Lehigh Valley Phantoms vs. Hershey Bears.**

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

ANSWER: Corn on the cob