



# PTD CHAT

OCTOBER 2020

PENTELEDATA'S  
CUSTOMER NEWS

## Partner in Business

### Pike County Government

Pike County, Pennsylvania is a scenic area on the northern border of the state and is part of the Pocono tourism region. The county is named for Zebulon Montgomery Pike, the discoverer of Pike's Peak who was a General who perished in the War of 1812. The area is rich in history and full of natural beauty, including forestlands, streams, waterfalls, and mountains, making it a popular travel destination.

In 2004, the Pike County Board of Commissioners began meeting with PenTeleData to discuss the possibilities for connecting their offices in Milford with the Pike County Correctional Facility in Lords Valley, as well as other offices in Blooming Grove and Shohola. Unfortunately, at that time, the lack of fiber optic infrastructure made the costly initial goal almost unattainable. Instead, PenTeleData partner Blue Ridge Communications stepped up their initial plan to invest \$5 million building fiber optic infrastructure and committed to a \$25 million investment to strengthen the fiber network for both residential and commercial customers in the county. The next step was to find a solution specifically for the Pike County government, one that could meet their needs with an affordable price tag. At that time, the answer was Multiplex EtherPoint, a service from PenTeleData that allowed them to connect multiple locations through one physical connection. It drastically cut down on the price tag associated with the then popular T1-type solutions provided instant connection of data between their judicial and law enforcement community.

Fast forward to 2020 and Barry Bernathy, Pike County IT Department Director, shared how the county government currently uses PenTeleData services, "We primarily use PenTeleData for fiber and Internet services. There are many county and court offices located throughout the county and all are connected back to our main Administration Building in Milford via Fiber. Over the past couple months, with the pandemic, our infrastructure was crucial in allowing our employees to continue to provide essential services by working remotely. Employees took advantage of our virtual services and were able to work from home and still have access as they did while in the office. With our High Speed Fiber infrastructure, we had the bandwidth to supply hundreds of employees a day with our secure VPN services to bring up their desktops from work at home and continue to function like they were at the office. We are currently making upgrades to our fiber system to provide faster service to all offices not located at either the main Administration Building or the Lords Valley Complex. Once the upgrade is complete it will expand our use of SIP services, teleconferencing and other services along with providing additional Internet bandwidth to all county government offices, which is needed now more than ever because of all the new services that we had to use in working from home and keeping our county running to provide essential services to all residents."

When asked about reliability, he added, "Without question the services have been reliable. So much so that our Pike County 911 Center uses the fiber infrastructure to carry 911 phone calls between our backup 911 center at the Administration Building in Milford and the main 911 Center located in Lords Valley. By use of PenTeleData's reliable fiber infrastructure, we have also tied in Wayne County 911 and share phone services between the 911 centers to provide redundancy and reliability to both Pike and Wayne. In the very rare instances that we have an issue, we have always had the best service with a very fast resolution."

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## Manager's Desk...

### Dear Valued Customer,

Welcome to the fall edition of the "PTD Chat", our quarterly newsletter. Whether you are a residential or business customer using PenTeleData's services, I know that the last few months have been different. Some of you have been working from home, some ended the school year and began work virtually, and businesses have had to adapt to a variety of changes, from staffing to safety measures. Still, in the words of Henry Ford, "If everyone is moving forward together, then success takes care of itself." Thank you for choosing PenTeleData and our partners to keep you connected for business, school, entertainment and with your family and friends. I am proud of our employees and partners, who have really made the effort to adapt to the ever-changing needs of our community, and who have worked extra hard to keep everyone moving forward. This dedication to our customers and vision of planning ahead, including for the increased capacity on our network, was exactly what our founders envisioned back in 1994 when we created the PenTeleData partnership.

Thank you for your business and continued support.

Best regards,

Jaime Mendes  
Vice President of Operations  
PenTeleData

## Partner in Business (Cont.)

In summary, he said, "Pike County has been working with PenTeleData since 2004 to provide us with all our network connectivity throughout the county. Over those years their professionalism and drive to invest in current technology is what keeps them ahead of anyone else. From the early days of just one internet line at our main campus with no ability to connect with our outside offices till today with a full fiber network interconnecting all offices and courts with redundant 10G backbones to our state of the art 911 center they have been with us every step of the way. Even during the worst storms and disasters that have hit our county we could always count on PenTeleData to keep our fiber network up 24/7 so we can continue to provide services to every resident of the county. From their fiber network, to their service, to their Account Executives, you will not find a better team with whom to work."

## PenTeleData Business Phone

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

**Why PenTeleData?** 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 services that will serve you best. 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.

PenTeleData's Cloud-Based Voice Services offer:

- > Scalability: All 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.

**The weather will soon be colder, and we can't do much about that, but we can help you bundle up and save. Call today to add voice services to your broadband package.**

## Mesh Wi-Fi for Your Home

*It's difficult to imagine a time when most homes didn't rely on Wi-Fi to keep things running well. Now, more than ever, we need good Wi-Fi coverage to reach all ends of our homes and PenTeleData's cable partners have the perfect solution. You already depend on them for reliable Internet services, so why not incorporate a mesh wireless network too?*

Depending on the partner area where you reside, your cable provider likely offers Eero or Plume Adaptive Wi-Fi. Both offer simple self-installation and the ability to manage your network from anywhere, run a speed test, set parental controls, check devices and data usage, pause your network, and quickly and easily create guest networks. Best of all, you'll expand your Wi-Fi coverage to every needed area in your home, even those hard to reach places. You can walk from room to room on a Facetime call, stream your favorite movies and music and download large files for school or work - all at the same time!

For more information, please contact the PenTeleData cable partner that serves your area.

## PenTeleData is Proud to Support the Lehigh Valley Phantoms and the Wilkes-Barre Scranton Penguins!

**It's almost time for ice hockey! At the time of this writing, both teams are expected to start full seasons in early December. They will play games within a few hours distance of their home arenas, which will mostly be each other, Hershey, and the New England states, including New York, New Jersey, etc.**

Even if you won't be able to see them play in person, you can count on our partner, Service Electric, to bring live coverage of the Lehigh Valley Phantoms hockey. Service Electric TV2 sports broadcasts live game action in high definition along with pregame, postgame, and intermission shows. They also produce a weekly Breaking the Ice segment, airing Tuesdays as part of Lehigh Valley Sports Scene.

## Contest

### October 2020:

PenTeleData is giving one lucky winner a \$50 Amazon Gift Card.

### 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 10/31/20.

**Good Luck! PenTeleData**

### Brain Teaser:

**What has to be broken before it can be used?**

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# Don't Fall for Scams and Spam

*Have you ever gone to a website and been greeted by a pop-up box that tells you that you've won some fantastic prize?*

**It will usually require you to enter your contact information, including a mailing address, and a credit card number. Maybe you have recently been offered some sort of special "COVID-19 offer" if you provide your banking information to claim the funds. We hear of these phishing attempts often, including one that says it's from PenTeleData and that we're offering a special price on the prizes of your choice. Guess what? It's a scam. The solicitation is not from us and the only surprise participants receive is unwanted charges to their credit card.**

Nearly everyone who has an email address they regularly use has run into at least a small problem with spam. What is spam? Spam is bulk, unsolicited email—most often, it's trying to sell you something, and sometimes it's trying to convince you to relinquish your credit card information, bank account information, and any other personal information you're willing to give. This makes spam not just a regular nuisance, but dangerous as well. If you're one of the millions of people who receives spam messages in your inbox, you're probably wondering what can be done about it.

At PenTeleData, we are just as concerned about scams and spam as you are—in fact, we use spam filters to help reduce the amount of spam traveling over our network. Unfortunately, online predators often know how to get around the filters, so we can't catch it all. In addition, the scams can look very professional and "real". That's where you can help.

- > Although malicious websites and email scams have been around for quite some time, some tactics that criminals use have become more believable than ever. It is VERY IMPORTANT to protect your computer and your personal information, such as usernames, passwords, social security numbers and account numbers.
- > PenTeleData will never ask our customers for personal information in an email or pop-up box. In fact, no matter who you are dealing with (your bank, utility providers etc.) you should NEVER EVER, for any reason, include personal or financial details like account numbers, login names, passwords, credit card numbers or social security numbers in an email or in response to a pop-up box. When we send an email, you can verify its authenticity by matching it up on our website at [www.ptd.net/news](http://www.ptd.net/news), under the option of "Email Announcements".
- > The best way to avoid spam is to avoid getting on the spammers list in the first place. When you sign up for something on the Web, there is often some innocent-looking text at the end of the form that indicates your permission to be contacted by select third parties. Watch to be certain that selecting the box (or not selecting it) is the option to opt out. Otherwise, your email address is automatically shared.
- > You should change your password(s) at least every six months. Avoid using real words or personal information. Choose a longer password over a shorter password and don't use the same one for multiple sites. Use a variety of characters, numbers and symbols.
- > If you are unsure whether an email request is legitimate, try to verify it by contacting the company directly. Do not use contact information provided on a website connected to the request; instead, check your previous statements for contact information.
- > If you like to receive advertisements and coupons or share your email address at your favorite stores, use an alternate address specifically for that purpose. In other words, use a second email address solely for these emails and avoid giving your primary address.

## Fun Facts

Peanuts actually grow underground, as opposed to nuts like walnuts, almonds, etc. that grow on trees (and are sometimes referred to as "tree nuts"). Peanuts, along with beans and peas, belong to the single plant family, Leguminosae. Legumes are edible seeds enclosed in pods.

Dogs are not colorblind in the sense that they see more than just black, white, and gray. However, the color range they perceive is limited compared to the spectrum we see. To put it in very basic terms, the canine color field consists mostly of yellows, blues, and violets.

It takes more calories to eat a piece of celery than the celery has in it.

A chicken will lay bigger and stronger eggs if you change the lighting in such a way as to make them think a day is 28 hours long.

The present population is expected to rise to 15 Billion by the year 2080.

The first telephone book ever issued contained only 50 names. It was published in New Haven, Connecticut, by the New Haven District Telephone Company in February, 1878.

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

Evaporated milk, also known as dehydrated milk, is a shelf-stable canned milk product with about 60% of the water removed from fresh milk. It differs from sweetened condensed milk, which contains added sugar. Sweetened condensed milk requires less processing since the added sugar inhibits bacterial growth.

Coca-Cola would be green if the food colorant wasn't added.

## WINNER

July 2020 Contest Winner  
Congratulations to Heather Eberly of Slatington, Pa.  
Heather was the winner of a \$50 Amazon gift card.

QUESTION: You can hold it without using your hands or your arms. What is it?

ANSWER: your breath