



PTD CHAT

JANUARY 2021

PENTELEDATA'S
CUSTOMER NEWS

Partner in Business **FUN!** The Lehigh Valley IronPigs

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. It takes more than just a good team of ball players to make a team and stadium successful. It also takes dedicated fans, a good staff, and a good I.T. Team (that's where PenTeleData 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, voice services, and computer and server configurations. Of course, making sure that transactions are secure becomes part of that responsibility too.

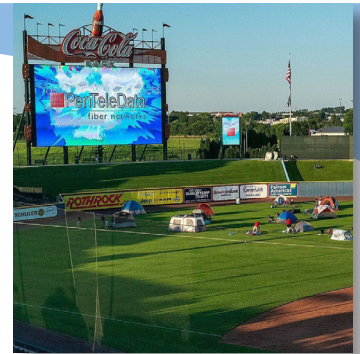
On top of that, our partner Service Electric Cable TV and Communications is the Official Exclusive Communications Provider, an honor that has made the pioneering company continue with their tradition of firsts. In 2008, the Lehigh Valley IronPigs became the first minor league baseball team to have its 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 Cablevi-

sion, 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 pre-game show and a post-game show.

In early 2020, our I.T. Services Team installed the equipment to add our Cloud-Based Voice Services to the line-up of services we provide for Coca-Cola Park. They installed more than 80 phones and some additional lines for their ATMs, fax machines, and alarms. Since we already provided their data and Internet connections, it's a choice that made sense. We are their one call for all support since we manage it all. Luckily, PenTeleData Voice Services do not consume data or add to the cost of bandwidth and our private IP's are secure and not accessible from the public.

Kurt Landes, President and General Manager of the Lehigh Valley IronPigs, shared, "We are happier than pigs in mud to have digital voice mail and cloud phone services. Luckily, we had just installed prior to the pandemic beginning and the immediate benefits were beyond what we would have anticipated. Our employees were able to easily change their personal settings on their own and could adapt quickly if they were at home or at the ballpark with no interruption. We've partnered with PenTeleData since our organization first began in 2008 and the attention to detail and service has always been incredible. Most importantly, I've appreciated PenTeleData working with us and our annual budgets as we review short and long-term needs and plan together. I know others say this often, but in this case, it's been true: it's been a nice partnership and they understand our business goals and budgets."

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Manager's Desk...

Dear Valued Customer,

Happy New Year and welcome to the winter edition of our quarterly "PTD Chat". Over the last year, we've all been using technology more than ever. Whether you've spent more time working from home, helped your child learn from home, conducted your classroom from a remote setting, or had some extra time to stream some movies or classic television shows, we appreciate that you've chosen and trust PenTeleData for your Internet connections. Whether you're a residential partner customer or rely on PenTeleData to help your business succeed, we wish you much health and prosperity in the year ahead.

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.

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

Partner in Business: The Lehigh Valley IronPigs (cont)

When it comes to reliability, he added, "We have a very short window to produce revenue – 3 hours a day for just 70 days of the year when our home games are scheduled. It's critical our systems are up and running during these time periods. PenTeleData has understood when we've had any concerns during a peak time period and have responded quickly when needed. Beyond being our phone and I.T. services provider, PTD has been by our side during the pandemic recognizing our business is in the midst of a very difficult time period while not being able to host crowds and IronPigs games as we normally would. They still supported us as sponsorship partners, and they understood the value of our relationship long-term. We've always appreciated working with a local company, but with all the resources of a national tech company. If needed, I can always call and talk to their upper management for support and be heard. That's become so rare in this day and age."

PenTeleData is proud to support the Lehigh Valley IronPigs, both on and off the field, and we look forward to our relationship for many years to come.

Start the New Year with PenTeleData's Business Voice Services

Since you already trust PenTeleData for data from our robust-fiber network, what about adding our voice services too? It just makes sense. Our Cloud Based Voice Platform includes a comprehensive and expanding suite of cost-effective end-user features and functionality with scalable customization to meet the requirements of any business. Whether your company has a few lines or many, we'll help find the voice solution that works best.

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 solutions.

Need more? Stay tuned, because we'll soon be announcing a new app for our voice services too!

We're ready to help your business succeed in the New Year. For more information, please contact your Commercial Account Executive or our Commercial Sales Department at 1-855-22FIBER.

I.T. Services Corner: Remote Proactive Management (RPM)



The world of technology is always changing. Staying on top of things is tough. Getting out in front of malicious attacks and exploits requires constant updates, upgrades, and patching. This can be daunting, but you can rest easy when you know it is being taken care of by professionals. PenTeleData's Remote Proactive Management (RPM) service is for any customer wishing to remain hands-off yet have peace of mind with their I.T. infrastructure. We offer with subscriptions levels that make sense for any budget, and for any device, such as servers, workstations, laptops, routers, switches, and access points.

PenTeleData I.T. Services can remotely install the required software on your network to manage your entire I.T. infrastructure. Once the software is installed, we have tools to effectively support you with remote access tools, monitoring of system health, managed

antivirus, and patch management. Most things can be handled without us having to dispatch a technician on-site. Still, should the need arise, we can dispatch to the customer location with added knowledge and tools to make the service request more efficient.

Be proactive: the time to subscribe to Remote Proactive Management is before you have an issue. Most hackers take advantage of known exploits in code and vulnerable entry points like outdated firmware on network devices, outdated operating systems, and unpatched third-party applications such as Adobe and Java. Having RPM services will help to ensure those exploits are taken care of before an attack happens.

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

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

Are you ready for some ice hockey? At the time of this writing, under the direction of the AHL's Return to Play Task Force, the Board of Governors has moved the anticipated start of the 2020-21 regular season to February 5, 2021. Further details regarding the 2020-21 American Hockey League schedule will be announced as soon as possible.

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

JANUARY 2021:

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 All entries must be received by 1/31/21.

Good Luck! PenTeleData

Brain Teaser:

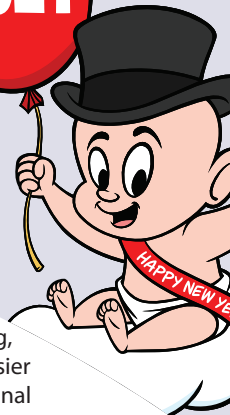
There is an ancient invention still used in some parts of the world today that allows people to see through walls. What is it?

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 PenTeleData

2021



Fun Facts

New Year, New Passwords

Maybe you've already chosen a New Year's resolution, or maybe you don't believe in doing so, but there is one simple practice that can have a positive effect during the beginning of the year or any time: choosing strong passwords and changing them regularly.

Whether you're banking or shopping online, doing research or social networking, you need account passwords. Unfortunately, the more details you share, the easier it is for cybercriminals to use your information. One way to help keep your personal details safe is to choose strong passwords.

HERE'S HOW:

Do not use personal information in your password. Using personal information as part of or as your entire password is a security risk. It is very easy for someone to guess things like your last name, pet's name, birthdates of family members, phone number, and other similar details.

Avoid using real words as your password. There are hundreds of tools available to help attackers guess your password. With today's computer power, it does not take long to try every word in the dictionary and gain access to a password.

Be sure that your password is secure. You can make a password more secure by using a combination of characters. Use some uppercase letters along with lowercase letters, numbers, and even special characters such as '%' or '@'. (Example: C@mpuT3r).

Choose longer passwords. While it stands to believe that any password created would be secure enough and nobody should be able to gain access to it, shorter passwords are easier to remember and to decode. Though longer passwords can be harder or more cumbersome to remember for you, it will also be harder for anybody else to remember, decode, or guess. It's even a good idea to consider passphrases instead of just one word.

Don't recycle your passwords. Though very tempting, reusing passwords is a security risk to your account and/or personal

information. If another person does get hold of your password, it is quite possible that they will try to use it on hundreds of other sites to try to access your information.

Use caution when saving your password. Most current web browsers have features to save your password for later visits. If you are not the only person who uses the computer, you may not want to save your password. Anyone with physical access to that computer will then be able to access your personal information. This is especially important for public computers such as libraries, Internet Cafés, etc.

Change your passwords often. For maximum security you should change your password(s) often. It is recommended that you keep the same password for no longer than 6 months to ensure adequate security of your account. Also, depending on your Internet habits (example: Internet Cafés, public library computers, etc.), you may wish to change your password even more frequently.

Use Two-Factor Authentication. Two-Factor Authentication, or 2FA as it's commonly abbreviated, adds an extra step to your basic log-in procedure. Without 2FA, you enter in your username and password, and then you're done. The password is your single factor of authentication. Using the second factor makes your account more secure. This may be a PIN, a password, a fingerprint or another identifying factor.

Fish need oxygen too, but since they don't have lungs, they take oxygen from the water in which they live. The oxygen in the water available to fish is called dissolved oxygen (oxygen that is dissolved in the water). Fish use gills to take oxygen from water just as we use our lungs to take oxygen from the air.

Bakken, located in Klampenborg, North of Copenhagen (Denmark), opened in 1583 and is currently the oldest operating amusement park in the world. The park claims to have over 150 attractions, including a wooden roller coaster built in 1932.

Orthodontic braces weren't invented until the early 1800s, but people's preoccupation with straight teeth, and/or proper jaw alignment dates back to the time of the ancient Egyptians.

The Lego Group began in the workshop of Ole Kirk Christiansen (born 7 April 1891), a carpenter from Billund, Denmark, who began making wooden toys in 1932. In 1934, his company came to be called "Lego", from the Danish phrase leg godt, which means "play well".

Pandas are in the Family Ursidae, and are considered true bears. There seems to be some misinformation floating around the web that pandas are more closely related to raccoons than bears. Although scientists first thought this was the case, it is not considered true anymore.

The Walt Disney World Resort, informally known as Walt Disney World or simply Disney World, is an entertainment complex in Lake Buena Vista, Florida. The resort opened on October 1, 1971 and is the most visited attraction in the world, with attendance of 52.5 million annually.

The Department of Energy recommends having your tank-based hot water heater set to 120 degrees Fahrenheit for most people, but if you've never adjusted the temperature on your hot water heater, it's probably set to 140 degrees, which is the default setting from most manufacturers.

WINNER

October 2020 Contest Winner
Congratulations to Scott Gracely of Macungie, PA.
Scott was the winner of a \$50 Amazon Gift Card.

QUESTION: What has to be broken before it can be used?

ANSWER: An egg