



PTD CHAT

APRIL 2021

PENTELEDATA'S
CUSTOMER NEWS

Partner in Business

WFMZ-TV

WFMZ-TV provides nine and a half hours of original local news programming each day, including a full Hispanic news department to service the Hispanic community with a Spanish-language newscast each weeknight at 11. The region depends on their seasoned team of award-winning news journalists for local and regional election coverage, school closings, and live reports when news happens. Their program schedule also includes top rated syndicated shows, such as Judge Judy, Dr. Phil, Rachel Ray, The Doctors, and more.

WFMZ-TV also operates The 69News Weather Channel, a destination for up-to-the-minute weather forecasts and information. In addition to live traffic/weather cameras and radar maps, a team of local meteorologists provide an updated forecast every 15 minutes.

In addition, they also provide local news and information on wfmz.com and their Smartphone Apps, including their news app, weather app and 69 WFMZ Live app. News is continuously updated throughout the day to serve the needs of the community. Their monthly viewership continues to grow dramatically with over 30 million page views a month.

When asked why they chose PenTeleData, Tyler Berger, IT Director at WFMZ, explained,

"We have had a very long relationship with PenTeleData, dating back to before many people even knew what the Internet was or how to use it. PenTeleData was an early provider and a natural fit for our needs then and now. The region depends on our ability to deliver news and information continuously and especially during severe weather events. Even during Hurricane Sandy when we were running our generator for five days, we never lost Internet connectivity. Today over 95% of our staff is working from home. The Internet has become invaluable not just for providing information to viewers, but also for conducting business."

Regarding our network dependability, he added, "I cannot remember the last time we had any kind of Internet outage. The service has been exceptional. For any kind of wire line provided service, I have no idea how PenTeleData has been able to keep our Internet service working 100% through all kinds of extreme weather situations. Our business and our viewers rely on us gathering and broadcasting information in the worst of situations. Having a reliable Internet connection is invaluable."

At PenTeleData, we know that homes and businesses rely on our network for the latest news and weather, virtual learning, quality healthcare, staying connected, and financial transactions, and more. This has become even more evident in the last year, but we were always prepared. When we designed and built our fiber optic infrastructure, we planned for well above and beyond typical usage, and were always ready to add additional capacity if it became necessary. WFMZ and all our valued customers can rest assured, knowing that we designed and built our network with our community in mind.



 PenTeleData

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Manager's Desk...

Dear Valued Customer,

Welcome to the spring edition of our quarterly "PTD Chat". It's been over a year since our world changed, seemingly overnight. We saw unprecedented numbers of our customers working from home, virtual learning, utilizing telehealth appointments and shopping online in greater volumes. Our network was ready and our staff showed extraordinary flexibility to keep up with an ever-changing situation. Like all of you, we had to make some adjustments to our regular business routines, but WE ALL did it! Your businesses adapted, your households continued moving forward, and our healthcare providers jumped through hoops to keep us all as healthy as possible. Why do I mention all this again? Mostly because I am reminded of how strong we are as a community. Together, there's nothing we can't accomplish. I believe that is the core of PenTeleData's business. Our network brings people together and I'm proud to be part of those relationships.

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

Can You Feel the Excitement? Baseball is Back!

The Lehigh Valley loves the IronPigs and we do too!

PenTeleData and Service Electric Cable TV and Communications are Proud to Support the Lehigh Valley IronPigs, Triple-A Affiliate of the Philadelphia Phillies! Service Electric is the Official Exclusive Communications Provider, an honor that has made the pioneering company continue with their tradition of firsts.

PenTeleData is their Official Internet Provider. The PenTeleData relationship with the IronPigs is an on-going growing partnership. Kurt Landis, General Manager of the Lehigh Valley IronPigs, sums up our relationship by sharing "The Lehigh Valley IronPigs depend on the pros on PenTeleData's I.T. Team to keep our operations up and running without interruption. PenTeleData's backups of our business gives us the peace of mind knowing that any restoration of our systems in the event of a hardware failure or any other disaster is in great hands. That means we don't have to worry about the loss of data and productivity. Beyond being our phone and I.T. Services provider, PenTeleData 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. Thanks to PenTeleData, we're happier than pigs in mud!"



Quick Tips for Faster Wi-Fi Internet

Are you Wi-Fi? I'm really feeling a connection. But what if that connection seems slow? A few small adjustments can increase the speed of your Wi-Fi.

Update the router's firmware (the software that operates your router). To learn how, see the instructions in the owner's manual. If it's an old router with out-dated technology, you may consider buying a new router.

Most modern routers are dual band, meaning they can handle Wi-Fi networks on two channels, 2.4 GHz and 5GHz. Think of these channels like a two-way street. The more congested the street, the more things slow down. The same is true for Wi-Fi channels. The 5GHz channel is less common, so it should be largely traffic free and much faster than 2.4GHz. Switch to the 5GHz and then test your internet speed to see if it increases at all.

Try moving your router to a central location of the home. Layers of drywall, bricks or other materials can degrade the signal. Since rewiring is a lot of work,

first try hooking it up with temporary wiring to see if it helps. Disconnect the modem/router from its present location and run a longer ethernet cable to a central location in your home. Then connect the modem and router to the temporary cable and recheck signal strength in all rooms. Turn on the Wi-Fi in your smartphone, tablet or laptop and move it from room to room, noting the number of Wi-Fi bars (not wireless phone bars).

Range extenders receive the signal from the router and rebroadcast it, so you get coverage over a wider area. Consider a desktop or a wall plug-in range extender halfway between the Wi-Fi router and the weak/dead area. Access the extender with your laptop and program it with your router password. Plug the extender into a standard receptacle and follow the programming instructions to make it work with your existing router.

PenTeleData's Account Management Tool

Did you know that you can manage many features of your PenTeleData service from our Account Management Tool? Here is some of what you can do:

- > Forward email to a different address of your choosing.
- > View the total amount of email and personal storage space you use.
- > Change email storage quota settings.
- > Report a problem with your PenTeleData account.
- > Change your PenTeleData email account password.
- > Manage email subscriptions from PenTeleData (define what email notifications you wish to receive from us).

To make changes or view your options, visit www.ptd.net/accountmanagement

Contest

April 2021:

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 All entries must be received by 4/30/21.

Good Luck! PenTeleData

Brain Teaser:

It's so fragile even just saying its name can break it. What is it?

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Why PenTeleData? We Built Our Network with YOU in Mind.

The PenTeleData network connects residences and businesses across our footprint to anywhere around the world. Now, more than ever, our services are crucial to the communities we serve. Our region's health networks depend on us to provide continuous, reliable phone and Internet service so they can best serve their patients. Our customers need to stay in touch for a variety of reasons and we provide fast, consistent connections. We know that most of our customers even connect their wireless phones to WiFi to use our network wherever it's available to save on the cost of cellular data. We have the speed you need, because our network was built for everything you do, from gaming and streaming video and music to work from home and virtual learning.

Our redundant network has extra capacity just in case components fail. Like having a spare tire in your car, you don't need it all the time, but it's there just in case. At PenTeleData, we have many redundancies in place, both for our customers and our own company. Some issues, such as hardware failure or Mother Nature, are unavoidable but we prepare for the fastest resolutions possible. Here are some of the measures we've taken to ensure the reliability of our network:

- > Local technicians: No long travel delays with dispatch
- > Over \$300 million investment in fiber optic infrastructure
- > 60 Nodes for diversity and redundancy
- > 100% generator back-up at all nodes
- > DC power back-up at all nodes
- > Redundant hardware at each node (dual switches, dual routers, dual power supplies and multiple fiber feeds)
- > More than 10,000 miles of privately owned fiber optic cabling
- > Multiple paths to peering points in Ashburn, VA; New York, NY; and Chicago
- > Private peering agreements with major national content providers (Akamai, Google, Netflix to name a few)
- > Cache servers to reduce network congestion

A few years ago, we made a television commercial that compared the strength of steel to the strength of the PenTeleData fiber optic network. We carry on the tradition of dedication passed on by our fathers, grandfathers, and great-grandfathers. They were part of the Industrial Revolution that built our country and we're proud to be part of the Information Age with the redundant network that promises a successful present and future. Thank you for choosing PenTeleData.

Fun Facts

Biting on aluminum foil can be painful and is usually noticed if you have metal in your mouth from dental work (e.g. fillings, crowns). Basically, when you bite on foil, you set up a battery in your mouth and the electrical current stimulates nerve endings in your tooth.

The Bermuda Triangle, also known as the Devil's Triangle, is a loosely defined region in the western part of the North Atlantic Ocean, where a number of aircraft and ships are said to have disappeared under mysterious circumstances.

The left lung is slightly smaller than the right lung because 2/3 of the heart is located on the left side of the body. The left lung contains the cardiac notch, an indentation in the lung that surrounds the apex of the heart. Each lung consists of several distinct lobes.

The rule of thumb used by most antique dealers is that anything about 100 years or older is an antique. Items that are old, but not quite that old, are called vintage.

The colors of a dog's eyeshine aren't limited to red and green, either. They can be all shades of blue, orange, yellow, turquoise or even violet. The specific color reflected depends on the amount of zinc or riboflavin in the eye cells. Red glowing eyes at night are the result of blood vessels reflecting light.

Gelato has less fat than ice cream. While ice cream is normally heavy on the cream and has a fat content of at least 10 percent, gelato uses more milk than cream, and generally also uses less egg yolks -- if any. Ice creams are churned faster and harder than gelato.

The Four Corners is the only spot in the US where you can stand in four states at once: Utah, Colorado, Arizona and New Mexico.

WINNER

January 2021 Contest Winner

**Congratulations to Ron Paret of Schnecksville, Pa.
Ron was the winner of a Family 4-Pack of tubing tickets to
Blue Mountain Ski Area in Palmerton, Pa.**

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