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# PTDCHAT

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CUSTOMER  
NEWS



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## Partner in Business

### Altronics

Altronics, locally owned and operated, has been the leading provider of security systems in the Lehigh Valley for over 65 years. Their clients span the tri-state area and they have many national dealer network affiliations. They live by their philosophy that customer satisfaction is a MUST! They couple high-tech equipment with hi-performance customer service. Altronics offers a 24-hour U.L. 2050 listed central monitoring station and 24-hour emergency repair service as part of their commitment to unparalleled customer service. Their suite of applications includes Commercial and Residential Fire and Burglary Systems, Medical Emergency Systems, Access Control Systems, Video Intercom Systems, Video Systems, Environmental Monitoring, Industrial Process Monitoring Systems, Residential and Commercial Security Automation (A.I.), and Cellular and Internet Monitoring Commercial Fire System Inspection. They are fully insured and belong to a number of professional organizations.

Bob Heimbecker, General Manager, explained, "Everything Altronics does involves a hugely serious contingent, that being life. Everything we do touches our lives in a lifesaving manner! Every product we deliver and professionally monitor has the potential to save a life or protect property.

"And there is A.I.! Many people don't know that Altronics delivered home and business automation long before A.I. became a buzz word. It begs the question, 'Why would you want Artificial Intelligence when you can have the real thing: Altronics Intelligence!' Our A.I. just makes life easier and safer! Our systems can distinguish humans from objects and animals and alert our customers to anything out of ordinary customer experiences. Forgot to arm the system, A.I. knows and sends you a message to remotely arm from your smartphone. Package delivery, A.I. knows and can send the customer a video and message. Babysit the babysitter or watch the cats and dogs play, Altronics Intelligence is available to enrich our customer's human experience. The same holds true for our Commercial, Industrial and Educational customers. Altronics



"Intelligence takes life seriously so our customers can receive the information they need to make good and timely decisions. Once again enriching the human experience!"

It's no surprise that a service as important as security requires a reliable data and Internet provider, and that's why Altronics has chosen PenTeleData. Mr. Heimbecker shared, "I chose PenTeleData based on their association and reputation with other technology companies in the Lehigh Valley. Companies and clients gave me personal referrals as to the quality of PenTeleData's products and their ability to deliver on their promises. PenTeleData appreciated that I had a budget to work and made every effort to stay in my budget allowance for the project(s). The choice was easy and with PenTeleData, promises made are promises kept!"

"Altronics operates its own UL2050 central station. You would have to travel to another metropolitan city to find

*(continued on page 2)*

 PenTeleData.

# Manager's Desk...



## Partner in Business

### Altronics Continued

one with our superior credentials. Because of our need for reliable redundant geographically separated services, we met several times with PenTeleData's staff to ensure we met all our regulatory requirements. Their planning and engineering took it all in stride and implementation went smooth. They were efficient, effective, informative, and friendly throughout the process.

"High security federal and DOD entities requirements mandate redundant high speed geographically separate cable provisions. Our customers do not experience vital communication pathway outages on PenTeleData's circuits. Our redundant communicator paths with PenTeleData never touch each other. It's true circuit geographical integrity from start to finish. Our firms' multiple locations remained open during COVID19. The State of Pennsylvania defined Altronics as a Life Sustaining Business. PenTeleData services were never interrupted, even with several remote employees working from their home offices. Hurricanes, snowstorms, ice and rain, Altronics' services from PenTeleData never went down, except for a scheduled service or upgrade."

When asked about plans for the next 10 years, Mr. Heimbecker added, "It's tough to plan the next 10 minutes let alone the next 10 years! Altronics continues to expand in the Northeast PA corridor. Our finger is on the pulse of the electronic technology development and we are eager to teach our Altronics Intelligence emerging or perfecting technologies like Biometrics and its integration with Video facial and form recognition. While we are doing all these wonderful things, we continue to do everything possible to protect identities and save or preserve life."

PenTeleData is celebrating 30 years of serving our customers, so there's another promise we can make to Altronics: As technology evolves, we'll be planning ahead too. PenTeleData will continue to provide cost-effective and reliable data and networking solutions to support their success.

To learn more about Altronics Security, visit [www.altronicssecurity.com/](http://www.altronicssecurity.com/)

Dear Valued Customer,

Welcome to the spring edition of our *PTD Chat*. Thank you for choosing PenTeleData. Whether you are billed by one of our partner cable companies or you have broadband or multiple dedicated connections with PenTeleData, you are an important part of our success. We wouldn't be celebrating 30 years without you. While many companies offer Internet connections, we strive to be different. That's because we're local, so we can respond faster when you do have a question or problem. Besides, we live here too, so we care about the people and community here just as much as you do and we have a vested interest in making sure you are a satisfied customer.

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  
V.P. of Operations  
PenTeleData

## We've Got the Voice YOUR BUSINESS Needs.

**Call. Message. Meet. No matter how you communicate, PenTeleData Business Voice Services will keep you connected when it matters most.**

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

Learn more at [www.penteledata.net/business-phone](http://www.penteledata.net/business-phone)



# We're Happier than Pigs in Mud... Baseball Season is Back!

***The Lehigh Valley loves the IronPigs and we do too! PenTeleData and our partner 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 and our relationship with the Lehigh Valley IronPigs is an on-going partnership. In fact, Coca-Cola Park's network design supports many diverse technology requirements and our I.T. Services Team helps behind the scenes so the team can focus on winning.

If that sounds like the kind of support your company could use too, let our I.T. professionals support your company's team too! You'll hit it out of the park with PenTeleData's Remote Proactive Management (RPM), a service for any business 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.



## It's PenTeleData's 30th Anniversary and We Want to Celebrate with YOU!

**Thank you for choosing PenTeleData. We're proud of our 30 years and want to share some great prizes with you.**

**We're giving away an overnight visit to Kalahari Resort in the Poconos for up to four people!** The stay includes indoor waterpark admission (where it's always 84 degrees and sunny...and did you see those slides?!?), admission to the Big Game Room Arcade, fitness center access, and tons of opportunity for fun!

**If you'd like to enter to win a stay from Saturday, May 11 to Sunday, May 12, 2024, visit [www.ptd.net/drawing](http://www.ptd.net/drawing). Good luck!**

For information about Kalahari Resorts, visit <https://www.kalahariresorts.com/pennsylvania/>

## CONTEST

**APRIL 2024:**

PenTeleData is giving one lucky winner a family 4-pack of tickets to an IronPigs game on Friday, May 24th at 7:05 pm. Lehigh Valley IronPigs vs. Rochester Red Wings

### 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 4/30/24.

**Good Luck! PenTeleData**

### Brain Teaser:

Three doctors said that Bill was their brother. Bill said that he has no brothers. Who was lying?

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# Count On PenTeleData's Cable Partners for A Seamless Streaming Experience!

By now you've heard the phrase "Cut the cord." Maybe you've already done it. But what happens if you don't have cable and now the streaming options are increasing in price and more ad-supported options? Streaming isn't going anywhere, but the days of promotional pricing to gain customers is mostly over. There's an easier solution: our partner cable companies have packages with streaming options!

Blue Ridge Stream and SE Next! are your tour guide for navigating the vast universe of content. A streaming experience from our partner cable companies brings everything you want to watch, and everywhere you want to watch it! There's a whole universe of content, but you'll never get lost. From all your favorite streaming apps, smart recommendations, superb voice control, and live TV options, it's entertainment for today, with more options than ever before.

To learn more about streaming with your cable provider, please contact the PenTeleData partner that provides service to your area.



## WINNER

January 2024 Contest Winner

**Congratulations to Angela De Angelo of Schnecksville, PA.**

Sharon was the winner of a 4-pack of lift tickets to see Blue Mountain Ski Area.

QUESTION: What year did PenTeleData partnership exceed 200,000 customers?

ANSWER: 2018

## FUN FACTS

Cats Don't Taste Sweet, But Dogs Taste Salty.

The biggest reason for pouring salt on icy roads is that salt lowers the freezing point of water. Water normally freezes at 32 degrees Fahrenheit, but when you add salt, that threshold drops.

Dum Dums were originated by Akron Candy Company in Bellevue, Ohio, in 1924. I.C. Bahr, the early sales manager of the company, named the ball-shaped candy on a stick and figured Dum Dums was a word any child could say.

Comprised of 31 states and one federal district, the nation of Mexico is home to the world's largest population of Spanish speakers.

20/20 vision is your visual acuity, or the sharpness of vision at 20 feet from an object. Having 20/60 vision means that you must be at 20 feet to see what a person with normal vision can see at 60 feet.

The winning team receives the Vince Lombardi Trophy, named after the coach of the Green Bay Packers, who won the first two Super Bowl games and three of the five preceding NFL championships in 1961, 1962, and 1965.

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.