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# PTDCHAT

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CUSTOMER  
NEWS



## In this issue

### Page 1:

Partner in Business:  
Lehigh Country Club

### Page 2:

Manager's Desk...

Spring Forward Password  
Reminder

We are Out and About in the  
Community

### Page 3:

PenTeleData's Email on the Go  
and Account Management Tool  
Monthly Contest

### Page 4:

Let Our I.T. Be YOUR  
Company's I.T.

Contest Winner

Fun Facts

## Partner in Business

### Lehigh Country Club

The mission of Lehigh Country Club is to be the private country club of choice in the Lehigh Valley. For over 100 years, Lehigh Country Club has been regarded as one of the Lehigh Valley's top choices for dining, social and recreational activities by providing quality facilities and services.

They provide an outstanding golf course in terms of appearance, condition, and fairness to all levels of play, in addition to an excellent tennis, paddle tennis, pickleball, swim, and clubhouse facilities, with well-manicured grounds surrounding the club complex. Their employees treat every member, family member, and guest with courtesy and respect, in a warm and welcome atmosphere.

The Board of Governors and management is both responsive to the membership, as well as responsible, with the purpose of perpetuating the Club by constantly maintaining the facilities and operating the Club in a sound financial manner to protect and enhance the value of the member's equity, thereby assuring the continuity of Lehigh Country Club's long tradition of excellence.

PenTeleData supplies Lehigh Country Club with Dedicated Internet, Broadband Internet, Cellular Network Backup, and Phone Services.

Christi Lukow, Human Resources Manager at Lehigh Country Club, explained, "We chose PenTeleData because of their reliability of services in the Lehigh Valley. Along with the variability of the options for phone service.

"PenTeleData's support staff is amazing. They are knowledgeable, friendly, prompt and always on-call. They answer calls and emails swiftly and completely. If they can't



fix the issue at hand, they make a work around. During our install, we had some things go wrong. The staff at PenTeleData went to great lengths to remedy the situation. Their management did not give up and were on site numerous times to get us up and running smoothly."

Looking to the future, Lehigh Country Club is embarking on long range plans to update and potentially expand many of its facilities. At PenTeleData, our Fiber Optic Network has been carefully planned for continued growth into the future, so we're proud to support their ongoing success today and for many years to come.



# Manager's Desk...

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.

While many companies offer Internet service, we strive to be different. We also provide superior customer service. 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

## REMINDER

### Spring Forward Password Reminder:

Last month we adjusted the clocks and changed the batteries in our smoke detectors. **Did you remember to change your passwords too?** If not, now's the time to secure your accounts.

## PenTeleData is Out and About in the Community

*"Cause a little bit of summer is what the whole year is about." —John Mayer*

Summer is just around the corner, and we can't wait to see you at the local events! Our customers are our families, neighbors, and friends, and since summer is for community events, PenTeleData is proud to sponsor the Bloomsburg, Allentown, Carbon County, and West End Fairs, along with the A-Town Throw Down, ArtsQuest, Musikfest, and several golf events. Oh...and we can't forget... we're proud to support the Lehigh Valley IronPigs! Go Pigs!!

**Mark your calendar for these fun-filled days and please stop to say hello if you see us!**

**Musikfest – August 4-12, 2023** – Stop by our booth and look for our name!  
We're sponsoring the Goo Goo Dolls with O.A.R. on the Wind Creek Steel Stage!

**Carbon County Fair – August 7-12, 2023**

**West End Fair – August 20-26, 2023**

**The Great Allentown Fair – August 30-September 4, 2023**

**Bloomsburg Fair – September 23-30, 2023**



# PenTeleData's Email on the Go and Account Management Tool

***Did you know that you can check your PenTeleData email from the baseball game, the movies, or while you're at the park? PenTeleData Webmail is available anytime, anywhere, from any PC or device with Internet access. While you are on vacation or simply waiting for an important response, your email will be easily available.***

## Webmail:

**Using Webmail is easy – just visit [www.ptd.net](http://www.ptd.net)** On the upper right side of the page, choose "Check Email". Click on the box and a new browser window will open. Simply enter your username and password and you're set! Emails that you have opened from your email at home or work will not be included, so don't forget to close your email client while you're away. (This can be changed in the Webmail account settings, but you will also need to configure your email client to use IMAP.)

## Account Management:

**You can also manage many features of your PenTeleData service from our Account Management Tool**, such as forwarding email to a different address of your choosing, viewing the total amount of email and personal storage space you use, changing email storage quota settings, reporting a problem with your PenTeleData account, changing your PenTeleData email account password, and managing your 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](http://www.ptd.net/accountmanagement)**

## CONTEST

**APRIL 2023:**

PenTeleData is giving one lucky winner a family 4-pack of tickets to an IronPigs game on Friday, May 12th at 6:35 pm. Lehigh Valley IronPigs vs. Memphis Redbirds

### 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 4/30/23.

**Good Luck! PenTeleData**

### Brain Teaser:

What is special about these words: job, polish, herb?

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







## Let Our I.T. Be YOUR Company's I.T.

We know that competitive edge doesn't just happen. You, your time, and your ideas make the difference. But what if you can't, or don't want to, juggle it all? We can help. PenTeleData I.T. Services will tackle your tech so you can focus on your business. Here are a few of the services we offer:

- > R.P.M. (Remote Proactive Management)
- > Multi-Factor Authentication
- > Local Area Network Design (LAN)
- > Wireless Networking
- > Services & Repairs
- > Structured Cable Installation Services
- > Layered Security Services
- > Managed Endpoint Detection and Response
- > CyberSecurity

**Need more information? Visit PenTeleData I.T. Services online at [www.penteledata.net/IT](http://www.penteledata.net/IT) or call us at 1-800-331-5060.**

## WINNER

### January 2023 Contest Winner

**Congratulations to Sharon Dunkle of Emmaus, PA.**

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

**QUESTION:** I live in my little house all alone. There are no windows or doors, and if I want to go out I have to break through the wall. What am I?

**ANSWER:** a chick in its egg

## FUN FACTS

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.

The only vegetable or fruit never sold frozen, canned, processed, cooked, or in any form but fresh...lettuce.

The true fruit of the cashew tree is a kidney or boxing-glove shaped drupe that grows at the end of the cashew apple. The drupe develops first on the tree, and then the pedicel expands to become the cashew apple. Within the true fruit is a single seed, the cashew nut.

In 1836, Alabama was the first state in the United States to declare Christmas a legal holiday. Christmas wasn't declared an official holiday in the United States until June 26, 1870.

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.

On average, fingernails grow about one tenth of an inch in a month. The fastest growing nail is the one on your middle finger. The slowest growing nail is your thumb nail. Freshly cut nails grow faster than nails that aren't cut regularly.

Cats, dogs, and many nocturnal creatures appear to have glowing eyes because the back of their eyeballs include a special reflective layer called the tapetum lucidum. This helps animals (cats in this case) see better in low light by working like a mirror on the retina to reflect the light back through the eyes.

  
I.T. Services

