



PTD CHAT

JANUARY 2022

PENTELEDATA'S
CUSTOMER NEWS

Partner in Business

Sundance Vacations

Sundance Vacations is a travel company dedicated to making affordable vacations available to everyone. With a wide variety of global destinations, traveling with Sundance Vacations can save time and money as well as create some lasting vacation memories for years to come. Their traveler's needs are of the utmost importance to them, so they seek to create a culture where vacationing and fun go hand-in-hand. Their priority is for their customers to "Say 'so-long' to all of the headaches and hassles that can go with travel and say 'hello' to more fun, more hikes, more sunsets, more sandcastles, more family togetherness and most importantly, more vacations."

When asked about why Sundance Vacations chose PenTeleData to provide their connections, Justin Baggs, IT Manager, explained, "We had sites that had technically challenging installations and PenTeleData worked with us to build the required infrastructure. When they say they are 'Partners in Business' they really mean it. I've been personally using PenTeleData since 2005 and my service has been very reliable."

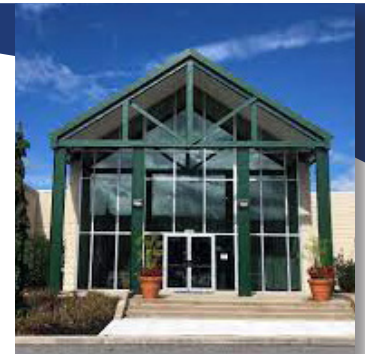
"PenTeleData services are primarily used at our call centers. These sites 100% rely on the Internet for staff to perform their daily functions, so outages lead to staff being sent home. Luckily, after working with dozens of carriers over the years, PenTeleData has been the most reliable by

far and if there is an outage it is taken seriously. One example is the tornado that hit Wilkes-Barre back in 2018. Our local site reported the Internet went down ~10:00 PM. We received regular updates on the outage, what was being done and when we would receive another update. Our staff was in the office at 8:00 AM the very next day and the Internet was up, and phones were working.

"Like many IT admins, I'm a belt and suspenders type/professional worrier. I spend a lot of time figuring out how to mitigate problems before they are problems, but the 'A' answer is really to not have a problem. That is why PenTeleData is my 'A' answer."

When asked about the service Sundance Vacations receives from PenTeleData's staff, he added, "Fortunately, the service has been so reliable we have only needed to use support a few times, however it has always exceeded our expectations. Most ISP's will acknowledge that there is an outage, and they are working on it. That's all you get. PenTeleData provided active updates about the problem and sets expectations on when further information will be provided. In fact, they have already notified us of an outage before we received a notification from our monitoring system."

Looking ahead, Sundance Vacations will continue to provide affordable vacations and outstanding customer service to their customers. This will include enhancing their website and incorporating additional redundancy into their current network infrastructure. As always, PenTeleData's network was designed for the future, and we'll be proud to support their growth with the most reliable technology and connections available.



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Manager's Desk...

Dear Valued Customer,

Happy New Year! Welcome to the winter edition of our quarterly "PTD Chat". We appreciate that you've chosen PenTeleData to keep you connected.

Do you know that we offer a monthly contest geared toward customer education? Our 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

What Can PenTeleData I.T. Services Do for YOUR Business? Let Our Pros Be Your Pros Too!

There's a good chance you may have seen our staff from PenTeleData's I.T. Services at local businesses. We live in this area, so it's not unusual that you'd see us in the store or the doctor's office, maybe even at a local ballgame, but sometimes we're there on behalf of PenTeleData. PenTeleData I.T. Services provides everything from basic PC and network support to cabling, networking and security. Best of all, we can be your I.T. Pros too!

Whether you're a small business without an I.T. team of your own or a large company planning a project and could use some knowledgeable experience, how can we help? The next time you need assistance for anything computer or networking related, **call us at 1-877-610-9090 or visit www.penteledata.net/IT**



Have You Seen Our Latest Television Commercial?

(Did We Mention Some Amazing Drone Footage??)

PenTeleData is keeping our communities (and other parts of the world) connected! From homes and schools, to banks, hospitals, retail businesses, government, and more, we're working behind the scenes to complete all sorts of transactions. You can learn more and see some amazing drone footage of the of the areas we serve on YouTube at:

<https://www.youtube.com/watch?v=wpYRC4TXqgQ>.



PenTeleData Business Phone Services are Mobile!

The world of technology is always changing. Staying on top of things is tough. Getting out in front of malicious attacks and exploits require our PenTeleData business phone services are mobile, just like today's workforce, and allow up to three devices to connect with a single phone number. Our Cymbus mobile and desktop apps provide our business phone customers a powerful tool that includes hold, transfer, mute, speakerphone, audio recordings (stored on local device), presence status, extension to extension dialing, conference calls, voicemail notification and access, contacts integration, dial from contacts, one on one video calls, text messaging, and history logs. The App is supported on Android, IOS and Microsoft desktops.



To learn more about PenTeleData Business Phone Services for your company, call us today.

Contest

JANUARY 2022:

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 1/31/22.

Good Luck! PenTeleData

Brain Teaser:

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?

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Palmerton, PA 18071
www.penteledata.net | www.ptd.net | 1.800.281.3564



The Visionary Men Behind Good Community and Communications: John Walson & Claude Reinhard

“Leadership is the capacity to translate vision into reality.”
— Warren Bennis, *American scholar and author*

The early days of the cable industry can best be described as a story of hard-work, determination, entrepreneurial spirit, and a deep love of community. Blue Ridge Communications and Service Electric Communications, both PenTeleData partners, trace their beginnings back to two dedicated men who took great risks to benefit their families and towns. Luckily, their forward thinking left a legacy of success and helped shape their communities. To learn more about the stories of John Walson, Sr. and Claude Reinhard, please visit a new page on our website at:

<http://penteledata.net/vision>



John Walson Sr.



Claude Reinhard

Fun Facts

The average adult has about 10 pints of blood in his body. Roughly 1 pint is given during a donation. A healthy donor may donate red blood cells every 56 days, or double red cells every 112 days.

The inner core of the candle flame is light blue, with a temperature of around 1670 K (1400 °C). That is the hottest part of the flame. The color inside the flame becomes yellow, orange, and finally red.

Salt and sodium are not the same thing. “Salt” is the term commonly used for sodium chloride (NaCl) which is table salt. Sodium chloride is just 40% sodium and 60% chloride. One teaspoon of table salt contains 2,325 mg of sodium.

The sleepiest animal in the world is the koala, who sleeps 22 hours a day. Next is the sloth (20 hours), armadillo and opossum (tied at 19 hours each), lemur (16 hours), then hamster and squirrel (tied at 14 hours each).

The chocolate chip cookie was invented by Ruth Graves Wakefield. She owned the Toll House Inn, in Whitman, Massachusetts, a very popular restaurant that featured home cooking in the 1930s.

The U.S. Olympic Committee awards \$25,000 for each gold medal, \$15,000 for silver and \$10,000 for bronze. But top athletes who are in the top income tax bracket, 39.6 per cent, will have to fork over as much as \$9,900 of a gold medal payout.

Veterinarians used to believe that dogs saw only in black and white, but recent studies suggest that they actually do have some color vision—but it’s not as bright as a human’s

WINNER

October 2021 Contest Winner
Congratulations to Lori Bonser of Saylorsburg, PA.
Lori was the winner of a 4-pack of tickets to see the Wilkes-Barre Scranton Penguins.

QUESTION: What three numbers have the same answer when added together and multiplied together?

ANSWER: 1, 2, 3