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# PTDCHAT

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CUSTOMER  
NEWS

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## Partner in Business

### Comfort Inn and Suites in Tunkhannock

Comfort Inn & Suites® hotel in Tunkhannock offers spacious accommodations within the scenic sights in northeastern Pennsylvania. Located off State Route 29 in a bend of the Susquehanna River, the 77-room hotel is a great destination or stopover for travelers heading to Wilkes-Barre and Scranton, each about 30 minutes away, or Philadelphia, 2.5 hours southeast. They are 26 miles from the Wilkes-Barre/Scranton International Airport, downtown Scranton, and the University of Scranton.

The hotel opened in 2011 and has two meeting rooms, a heated indoor pool, a fitness center, a guest laundry facility, and a sundry shop. Guests enjoy free Wi-Fi, a full buffet breakfast, a guest laundry facility, currency exchange, valet cleaning service, and more.

Comfort Inn & Suites relies on PenTeleData's dedicated connections, business voice services and Remote Proactive Management (RPM) from our I.T. Services to make sure their business runs efficiently. Their guests expect nothing less than an exceptional experience, so our network reliability, combined with the knowledge and experience of our staff, are of utmost importance to help facilitate that demand.

When asked why they chose PenTeleData, Gary Kaschak, Executive Director, shared, "Our account representative had stopped in for a cold call two years before I actually called him. At that time, I felt we were ready to make a move from the provider we were using. He made a very favorable impression on me with his personality and knowledge of PenTeleData products and services. From just a few conversations and review of his proposals, I knew if I chose to make the move to PenTeleData, our hotel would be in great hands!"



He added, "At our hotel property, it is vital that our phone systems and Internet work as flawlessly as possible. Our room revenue and customer satisfaction depend on it! Our PenTeleData service has been very reliable and has proven to be the upgrade we were seeking. The support we have been able to receive has been very professional from the initial call to follow up. Our relationship with our sales representative has been invaluable. For me, it's been a pleasure to have been able to get to know each other on a personal level, where every correspondence and interaction is less about the product and service, but the people we get to interact with at PenTeleData. It's also nice to know that I'll always be updated on any upgrades or improvements that become available. PenTeleData is a partner in our success."

# Manager's Desk...



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

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.

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.

Benjamin Franklin is quoted as saying, "Without continual growth and progress, such words as improvement, achievement, and success have no meaning." At PenTeleData, we're very proactive about planning our network for both now and in the future. To us, it's personal, so no matter what the next "big thing" might be, we're constantly working to make sure we're ready. How can those plans assist you and your business' growth too? Let's begin the year with plans for mutual success. We're here to help.

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

## Are You Innovative? Are You Personable? We Want YOU!

PenTeleData provides fiber solutions to the largest hospitals, banks and universities in the region. Our communities rely on us. Still, it's no secret that it takes a great team to run our network and we need more of something else: smart people, problem solvers, detail-oriented minds, friendly faces, and all-around awesome humans!

If you're interested in a career with full benefits, including medical, vision and dental coverage; paid time off; pension and 401K (YES, we still offer a pension); paid training, life insurance, employee discounts, tuition reimbursement, and opportunities to grow with an established tech company, learn more and apply at [www.ptd.net/careers](http://www.ptd.net/careers).



# Take a Proactive Approach to Physical Security

***When it comes to cybersecurity, many focus on staying safe from hackers and viruses, but physical security can be just as important.***

Physical security means keeping unauthorized people out of your space. In terms of your connected devices, that actual space could include your home, a home office, a hotel room, or anywhere else that you might use them. It also means protecting the information on your devices. You already use locks on your doors and may even use a safe or security system, but here are a few other precautions to take:

- > Always use a lock screen on your computer, tablet, and smartphone.
- > Use strong passwords on each of your connected devices. Don't leave those passwords lying around or written down anywhere they could be found by an intruder.
- > When you're not using your removable media, such as USB drives, lock them up in a safe place.
- > If you find a USB or any other removable device, don't be tempted to plug it in and look at what it contains, even if you'd like to find the rightful owner. It could contain malware, so once you plug it in, you'll potentially have given a hacker access to your computer or device.
- > Back up your data in the cloud or another secondary location in case of fire, theft, or other physical damage.
- > Delete all data from any device you are discarding, donating, or giving to another person. Do not rely solely on selecting "delete" from the menu. Even if you empty the trash, the deleted files are still on the device and can be retrieved. Permanent data deletion requires several steps. Specific instructions will vary by device and manufacturer.
- > Shred receipts, credit offers, insurance forms, medical records, and all similar documents when you no longer need them.
- > Always keep your computer software up-to-date to ensure having the most current security patches.

## CONTEST

JANUARY 2023:

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](mailto:chat@corp.ptd.net). All entries must be received by 1/31/23.

**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?





## PenTeleData I.T. Services 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 IT 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 it an attack happens.

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

## WINNER

### October 2022 Contest Winner

**Congratulations to Lori Lengen of Hazle Township, PA.**

Lori was the winner of a 4-pack of tickets to see the Wilkes-Barre Scranton Penguins.

QUESTION: A man pushes his car to a hotel and tells the owner he's bankrupt. Why?

ANSWER: He's playing Monopoly

## FUN FACTS

By 95-100 years in age, a saguaro cactus can reach a height of 15-16 feet, and could start to produce its first arm. By 200 years old, the saguaro cactus has reached its full height, reaching upwards of 45 feet tall.

An average professional football game lasts 3 hours and 12 minutes, but if you tally up the time when the ball is actually in play, the action amounts to a mere 11 minutes.

The longest gestation period known in mammals is that of the African elephant. These elephants carry their babies in the womb for about 660 days or 22 months. Camels and giraffes carry their babies for about 400 days.

It takes about 540 peanuts to make a 12-ounce jar of peanut butter. There are enough peanuts in one acre to make 30,000 peanut butter sandwiches.

The average adult has about 10 pints of blood in their body. Roughly 1 pint is given during a donation.

Dry ice is frozen carbon dioxide. A block of dry ice has a surface temperature of -109.3 degrees Fahrenheit (-78.5 degrees C). Dry ice also has the very nice feature of sublimation -- as it breaks down, it turns directly into carbon dioxide gas rather than a liquid.

In the late 80's, the 5.25-inch floppy disk was on its way out and in 1987 the 3.5-inch floppy disk had moved into the high density category with a capacity of 1.44 MB. You would need 711 1.44 MB floppy disks to equal 1 Gigabyte.

Although most Americans were not concerned about the impact Y2K would have on them personally at midnight on January 1, 2000, they showed greater concern about the effect it could have on others. According to a Gallup poll, Forty-eight percent thought this computer problem would cause major problems around the world.