

## Feature Stories

### Our Partner Buckeye

PenTeleData and Buckeye partner together to offer reliable connectivity between offices. Read more on this page.

### Letter from our GM

Our General Manager keeps us up-to-date on what's in store for the second quarter of 2007. Read what he has to say on page 2.

### PenTeleData's New Network

Read what new features and speeds we have available with our new network, on page 2.

### Security and Reliability are Important to us!

Did you know that our engineers write programs to safeguard your privacy? Read more on page 2.

### Yankees AAA Team

Read about our sponsorship with the Scranton/Wilkes-Barre Yankees on page 2.

### The Clubhouse of Lehigh County

Read about the Clubhouse of Lehigh County & how it offers persons with mental illness hope, on pages 3 & 4.

### Computer Patrol

Heard about Computer Patrol? Find out who they are on page 3.

### Look for the Name...

We're fading out the ProLog name, read about it on page 4.

### Customer Contest

Find out what you have a chance to win in this quarter's customer contest, on page 3. Last quarter's winner is on page 4.

## Partner in Business

### PenTeleData and Buckeye Partners, L.P.

Buckeye Partners, L.P., through its subsidiary partnerships, is engaged in the transportation of refined petroleum products primarily serving the Northeastern and Midwestern United States. The Partnership also operates approximately 2,000 miles of pipeline under agreement with major oil and chemical companies, and provides bulk storage services at terminals in Illinois, Indiana, Massachusetts, Michigan, Missouri, New York, Ohio and Pennsylvania.

Buckeye's principal operating and technical service office is located in Pennsylvania. Their geographical diversity makes communication with other facilities and suppliers essential. Growth of the company within the last five years requires cutting-edge technology to support their day-to-day operations.

Buckeye has been using PenTeleData's services since 1998. Prior to that, they were customers of our partner company, Service Electric Cable TV and Communications (SECTV). Today, SECTV continues to provide Buckeye's telephone service.

After adding an additional office in Breinigsville, Buckeye needed connectivity between two locations. They chose PenTeleData to install and provide the service - a decision based upon performance, cost, and their past experience with our customer service and support.

PenTeleData now provides an EtherPoint connection between two of their offices. EtherPoint is a custom-tailored PenTeleData product designed for businesses that need to move information between locations. It supplies constant, reliable, high-speed Internet connectivity between corporate networks, with unparalleled speed, security, efficiency and dependability. EtherPoint is able to meet bandwidth demands, rather than having to purchase several T1 lines.

The redundant EtherPoint connection between the Macungie Office and the new Breinigsville Office at Tek Park "works out extremely well," according to Todd Gehringer, Buckeye's Technical Services Manager. "The connection so far has been rock solid and provides outstanding performance." PenTeleData has been "very knowledgeable and very good to work with. The timing of the installation at Tek Park was unbelievable. It was literally a few weeks and everything was installed, including the fiber runs that were needed."

For Buckeye, all business services run over the connections provided by PenTeleData. Their network has grown considerably, using wireless solutions and Cisco Core Switches that utilize high capacity connectivity. Every one of their 875 employees who connects to the Buckeye Network uses PenTeleData's services in one way or another.

It is also important that these technologies come with the very best in reliability, service and support and should be available whenever necessary to ensure smooth and continuous operation.

PenTeleData provides Buckeye Partners with multiple levels of service and support for the simplest problems to highly complex ones—the Network Control Center provides round-the-clock support for their dedicated high-speed connections.

Currently, PenTeleData is in the process of converting our network to Multi-Protocol Label Switching (MPLS). This connection-oriented, Ethernet-based network offers increased bandwidth, high availability, scalability and increased security.

What are Buckeye Partners' goals for the future? Buckeye's entire network is comprised of redundant paths. They plan to continue that concept, but with higher performance and lower cost. PenTeleData has been able to help begin those changes. As their infrastructure and communications needs continue to grow, PenTeleData will strive to provide the most advanced services at affordable prices.

# letter from our General Manager

Dear valued customers,

Welcome to the Spring Edition of our quarterly newsletter, the *PTD Chat*. Along with the good news of warmer temperatures, we have a wealth of information and updates to share.

First, we'll tell the story of our relationship with Buckeye Partners, L.P., who, through its subsidiary partnerships, is engaged in the transportation of refined petroleum products primarily serving the Northeastern and Midwestern United States.

Then, learn more about the Clubhouse of Lehigh County, an extraordinary effort to offer a safe healing environment to those struggling with mental illness.

Next, find out about our new MPLS network. We'll explain the benefits, and the extra work done by our engineers to help ensure privacy and reliability.

Our advertising and logos are undergoing some changes too. Look for "Powered by PenTeleData" instead of our traditional ProLog and ProLog Express logos.

Finally, we bring you the details of our Scranton/Wilkes-Barre Yankees sponsorship. Best of all, anyone who uses Computer Patrol between April 1 and May 15, 2007 is automatically entered to win game tickets!

Until next time, enjoy the spring weather. We'll chat again in the summer.

Sincerely,

John H. Williams  
PenTeleData – General Manager

## PenTeleData's New Network

### Our New Network is Almost Complete!

PenTeleData's new Multi-Protocol Label Switching (MPLS) network, a project that began in 2004, is almost complete. Similar to ATM, MPLS allows us to have a connection-oriented network, but using IP and Ethernet. We have reached the practical limits of ATM in terms of bandwidth, and support has been waning over the last few years, so we needed to upgrade to Ethernet for 1 Gbps+ services.

#### The new network will allow us:

- **Additional Bandwidth** – Bandwidth is the amount of data that can be sent through a connection, usually measured in bits per second.
- **High Availability** – A protocol and implementation that ensures service availability over 99.99% of the time.
- **Security** – MPLS is less complex, since an ATM switch is not necessary. Less complexity inherently equates to less problems and more security.
- **Scalability** – Bandwidth can be easily increased without hardware replacement.
- **Intelligent Routing (MPLS L3VPN)** - MPLS will allow us to route data from one customer location to

another, without going through a main router at one customer location. In the past, all information not designated for the main location had to travel from any customer location to a router at the main customer location, then to the final destination location.

**For example**, if a store has fifty locations, location one could send information and it would go to the main customer location / router before delivery to location five. Now, location one can send the data directly to location five. This will be beneficial in terms of disaster recovery and lost data. It will also be useful for Voice over IP telephone service that utilizes the Internet for transmission.

Our Engineers design and implement programs to enhance security and work around potential problems. In the case of MPLS, they created a monitoring system to catch errors and make it nearly impossible to bridge traffic, resolving possible privacy concerns.

Jeff Reinhard, PenTeleData Vice President of Operations, explains, "At PenTeleData, we strive for excellence in technology: We've built a network that sets us apart, and we deliver a transport solution that has yet to be matched by any competitor in the region."

### Security and Reliability are Important to Us

Did you know that PenTeleData's knowledgeable engineers write programs to safeguard your privacy? Every day, our team works to strengthen the security of our networks, often creating our own solutions to common problems and concerns. One example is a program that prevents the possible inadvertent sharing of information on our new MPLS network.

PenTeleData delivers trustworthy Internet, networking, security and data transport services to residential, educational, governmental and business customers throughout the greater Pennsylvania and New Jersey regions. In addition to our network security, we are prepared for any service-affecting event, with our depot of spare equipment, back-up high-speed Internet lines and back-up feeds, including our disaster recovery datacenters and control center that are 50+ miles from our primary datacenters and control center.

## Upcoming Events

April 18–19, 2007

### Senior Fest

Time: Wed. & Thurs.  
10 AM - 4 PM  
Place: Agri-Plex Allentown  
Fairgrounds  
Allentown, Pa.

April 19–20, 2007

### Carbon County Business Expo

Time: Thurs. 4 PM - 8 PM  
Fri. 10 AM - 6 PM  
Place: Memorial Hall,  
Jim Thorpe, Pa.

## Spring is Here and So Are the Yankees!

PenTeleData is a proud sponsor of the Scranton/Wilkes-Barre Yankees! Our sponsorship includes a spot on The Walk of Fame, dedicated to the twenty-four greatest Yankee players of all time. Our spot honors Mickey Mantle, one of the most beloved figures in baseball history.

Another advantage of the sponsorship is a limited number of game tickets and we plan to share those seats with you! **Anyone who uses PenTeleData's Computer Patrol for services between April 1 and May 15, 2007 will automatically be entered to win tickets to a Scranton/Wilkes-Barre Yankees game! Learn more about Computer Patrol at [www.ptdpatrol.com](http://www.ptdpatrol.com) or call 1-877-610-9090.**

# A Clubhouse Where Everyone Feels Welcomed!

The Clubhouse of Lehigh County, which operates in cooperation with Good Shepherd Rehabilitation Network is modeled after the Fountain House, the internationally known Clubhouse in New York City. Its purpose is to offer persons with mental illness hope, in a safe healing environment, where each person has the opportunity to explore their personal and vocational potentials and receive support achieving their goals.

The Clubhouse, funded by the county, offers free membership open to anyone with a history of mental illness. Attendance and participation are strictly voluntary. Over 350 members and staff volunteer as a team, actively participating in the operation, direction and policies to run the facility.

The Clubhouse guarantees each member a place to gather and work, the right to meaningful work, the right to meaningful relationships and the right to have a place to belong.

Members have access to job training, including employment opportunities and assistance earning their General Equivalency Diploma (GED).

Recently, PenTeleData representatives visited the Clubhouse, located at 1437 Gordon Street in Allentown. They participated in a tour with Timothy S. Bilger, Manager of Major Gifts and John Kravitz, Chief Information Officer and Vice President of Information Technology, and discussed how PenTeleData could help in their day-to-day operations.

Soon after the tour, our staff was surprised to learn that their well-spoken tour guide was a member of the Clubhouse. He was obviously well educated, with a background in law, but had gone through a tough time in his life. The Clubhouse allows him the opportunity to utilize his knowledge and skill during his recovery period, and benefits from his abilities. Recently, he helped to write a \$1.3 million grant to the state, to assist in their overall functions.

*continued on page 4...*

## PenTeleData's Computer Patrol

Have you heard of PenTeleData's Computer Patrol? We are an In-Home Computer Support Service. Our services include wireless home networking, virus and spyware protection, software installation, computer repair, personalized training sessions and more.

Since 1994, PenTeleData has been providing Internet services to homes and businesses throughout Pennsylvania and New Jersey. We've seen the small problems that can be frustrating to a home user, and we've seen the colossal issues that can challenge large hospitals and universities. Now, we're bringing that experience to you. No matter the significance of your home computer problem, we'll strive to find you a reasonable and affordable solution. You can trust Computer Patrol to provide the same professional and reliable service you have come to expect from PenTeleData.

**For more information, call 1-877-610-9090 or visit us online at [www.ptdpatrol.com](http://www.ptdpatrol.com).**

Use PenTeleData's Computer Patrol for services between April 1 and May 15, 2007 and automatically be entered to win tickets to a Scranton/Wilkes-Barre Yankees game!



***Our Geeks are Smarter than Their Geeks!***

## Customer Contest - April 2007

PenTeleData is giving one lucky winner a \$50 Gift Card to Roadies Restaurant and Bar at Penn's Peak in Jim Thorpe, Pa.

### Rules of the Game:

- Give the correct answer to all three questions listed to the right.
- Then figure out the theme (what they all have in common).

To enter you must answer all three questions to the right and what the theme is between them. Send an e-mail to [chat@corp.ptd.net](mailto:chat@corp.ptd.net) with the following information: your name, address, daytime phone number (where we can contact you), three answers to the questions and the theme. All entries must be received by **5/15/07**.

**Good Luck! PenTeleData**

### Questions:

- 1) What invasion of World War II, was considered one of the bloodiest battles of the war, and was planned out on April 1, 1945?
- 2) The launching of the first United States weather satellite marked the first day it became possible to observe the Earth's weather conditions on a regular basis, over most of the world from the vantage point of outer space. What was the satellite's name?
- 3) What Emmy Award-Winning drama series hailed by critics as 'The Greatest Soap Opera of all Time', recently celebrated 40 years of broadcasting?

## Look For the Name "Powered By PenTeleData"

If you have been reading our newsletters and e-mails, you know that the names ProLog and ProLog Express have been progressively fading from advertising and promotional materials. Our partners are now using the "Powered by PenTeleData" logo and our printed literature and websites have been updated.

For those of you who have not heard the reasons for our changes, let us explain.

PenTeleData, as in the past, will continue to supply the Internet infrastructure and expertise necessary to provide the affordable and reliable service that you have come to know and trust. High-Speed Internet Customers with service "Powered by PenTeleData" will continue to receive the same great benefits, including FREE Unleashed Wi-Fi Hot Spot Internet access at any of our 150 Unleashed Hot Spot locations. Dial-up customers will continue to see PenTeleData on their billing, without the inclusion of the ProLog logo.

In 1994, PenTeleData began offering ProLog Internet Service, a dial-up access for residential and business customers. Internet Service Providers (ISPs) all over the country began offering dial-up access Internet services, but many did not even offer access to the World Wide Web. Unlike many of these ISPs, PenTeleData's founders saw what the future of the Internet might hold, and began planning for the

changes that were yet to come.

Part of the plan was the partnership with local cable television and telephone companies to provide high-speed Internet access. Partnerships with Service Electric Cable TV and Communications, Service Electric Broadband Cable, Service Electric Cablevision, CATV Service, Inc., Ironton Telephone, and Blue Ridge Communications made that dream possible. In 1995, PenTeleData became the first data and high-speed Internet provider in the country to offer broadband cable Internet service to its customers. The name ProLog Express was chosen to describe the high-speed service as an expansion upon the popular ProLog Internet Service brand name.

Since that time, technology has grown. The outstanding network built by our dependable partners is now used for an array of interactive cable and telephone services, including Digital Cable, Video On Demand, Digital Video Recorder and Digital Telephone. As a result of this diversity, we have made a decision to phase out the name ProLog Express from high-speed Internet advertising. Each partner will describe our high-speed Internet service with their own brand name, and will include "Powered by PenTeleData" in their logos and advertising. It's a fresh look for the same reliable Internet service we have been offering for over ten years.

### Lehigh Valley Clubhouse Article continued from page 3.

Many of the members are talented individuals who need the extra support the program provides.

Clubhouse Members use a MAC computer for a variety of functions, including:

- > Downloading movies from their digital camera to make movies, edit them and add special effects. The final product is then burned to a DVD.
- > Built-in Webcam to make video clips or still pictures for their presentations.
- > Edit photos and images for their newsletter.
- > Use Publication Creation software for newsletters.
- > Create Midi-based music to use in their presentations.
- > Creating resumes.
- > Using software to train for specific job functions or earning a GED.
- > Employment Searches.

To expand upon these capabilities, the Clubhouse has decided to add a wireless network and cable modem service from PenTeleData. This will be an asset to training members for specific job functions and performing employment searches and is another example of PenTeleData's commitment to be a good neighbor to the community.

## Fun Facts

Celery has negative calories — it takes more calories to eat and digest a piece of celery than the celery has in it initially.

In 1893, Milwaukee's Pabst beer won a blue ribbon at the Chicago Fair, and was sold thereafter as Pabst Blue Ribbon beer.

Peanut butter accounts for more than 50 percent of all peanut consumption in the United States.

Dried bananas are four times as nutritious as fresh bananas.

Egg whites were a popular form of "laundry detergent" during the sixteenth and seventeenth centuries in England.

Fat-free cookies are usually rock-hard. The softer the cookie, the more fat is in it.

Rubber is one of the ingredients of bubble gum. It is the substance that allows the chewer to blow a bubble.

The wheat that produces a one-pound loaf of bread requires two tons of water to grow.

The average person ingests about a ton of food and drink each year.

An apple, onion, and potato all have the same taste. The differences in flavor are caused by their smell. To prove this — pinch your nose and take a bite from each. They will all taste sweet.

Mustard is the Number 1 condiment served at ballpark concession stands.

## JANUARY 2007 Contest Winner!

**Although nobody correctly answered the theme to January's Customer Contest, we decided to enter all customers who had any correct answers to the questions. So congratulations to Cliff Boyer of Bethlehem, Pa. He was the winner of a Family 4-Pack of tubing tickets to Blue Mt. Ski Area.**

1. What NFL team was founded in 1919, by Curly Lambeau, and presides today by the team's 14th head coach, Mike McCarthy? Green Bay Packers (Lambeau Field 1957)
2. What team did Lance Alworth play for and become the first player to be named to the Pro Football Hall of fame on March 28, 1972? San Diego Chargers (Qualcomm Stadium 1967)
3. What NFL team won Super Bowl's XI, XV and XVIII? Oakland Raiders (McAfee Stadium 1966)

Theme: All play in the oldest NFL stadiums