

PTDCHAT

PenTeleData's Customer Newsletter

JANUARY 2008

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Volume 7 Issue 1

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Partner in Finance - First Star Savings Bank

First Star Savings Bank was originally chartered in 1893 as the Bethlehem Building & Loan Association. Over time, there were mergers with the Citizens Building & Loan, West Bethlehem Building & Loan and the Bath Savings & Loan Association to form the Greater Bethlehem Savings and Loan Association. In 1987, they became a public company and have since grown four-fold. To commemorate their 100th Anniversary in 1993, their name changed to First Star Savings Bank.

By 2004, the bank had outgrown their existing legacy Internet technology. Their offices throughout the Lehigh Valley made speed and reliability become a necessity.

Since they are known in the community for their friendly staff and prompt service, First Star Savings Bank's data highway is very critical to their goal of providing exceptional service. That is why they chose PenTeleData to update their technology. According to Joe Svetik, First Star Savings Bank President, "We felt PenTeleData gave us the personal touch with customer service and they are a local company with cost-effective, reliable and state-of-the-art solutions."

Currently, the bank is using PenTeleData's EtherPoint solution and Intrusion Detection Management, backed by the Intelligent Routing of our MPLS network. These services are important for the transfer of data between branches, Internet access and their inherent vulnerability to security breaches. They use the Internet access for their 70 employees, and allow customer use in the lobby of each branch. Fast Internet access increases their productivity. E-mail and research are a critical aspect of their customer service model. Regarding the service, Mr. Svetik explains, "The Internet Access bandwidth exceeded our expectations. The reliability and the speed help us gather and deliver information more promptly."

The scalable EtherPoint product is a key connection from one of their remote branch locations to the main branch in Bethlehem. Since

all of their connections are very important to the bank's daily functions, we asked about their experience with the PenTeleData staff. Their response echoed something we often hear. "We have experienced little to no downtime since becoming a PenTeleData customer and are greatly pleased with both the Technical and Sales Staff. They deliver the product we were offered."

The bank is working on implementing a remote deposit product that will allow business customers who receive a large number of checks to make that deposit right from their offices. This will save them time and money. In addition, they have been introducing some conveniences with Automated Clearing House (ACH) product, which is expanding their relationship with the community. As their customer needs evolve, they foresee many other technological uses, like video conferencing and digital signage.

First Star Savings Bank is building a ninth location in Heidelberg Township, at the intersections of Routes 100 and 309, which is expected to open in March of 2008. In addition, they are close to acquiring a tenth location. Like any growing business, they are always looking for opportunities in terms of acquisitions, in order to expand their footprint and business model. According to Mr. Svetik, "The recent fiasco by mortgage companies in the sub prime market should create an opportunity for community banks to grow their customer base and we expect to be part of that move."

In summary, Ruth Smith, IT Manager at First Star Savings Bank, explains, "The most important thing to us is that there is someone on the other end of the phone when a problem does develop. Everyone [at PenTeleData] has been immediately available and the technicians have more than once given me a direct line to call for updates and/or further help. Since we are a bank, it is extremely necessary that if a problem develops, it be addressed immediately. With PenTeleData, we get that kind of service."

With a shared commitment to the communities we serve, First Star Savings Bank and PenTeleData are partners in finance, working together to provide valuable financial services built on dedicated, reliable technology.



First Star Savings Bank, main branch, at 418 W Broad St. Bethlehem

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UPCOMING EVENTS

March 12 & 13, 2008

Greater Pocono Chamber of
Commerce Business Expo
Time: Wed., 2:30 PM - 7 PM
Thurs., Noon - 6 PM
Place: Koehler Field House at
East Stroudsburg
University

Thank You!
Danke! Grazie! Merci!

No matter how we say it - thank you!

All of us at PenTeleData would like to take this opportunity to extend our appreciation to our talented partners for their excellent cooperation. Their continued dedication helps us secure the future success of our company. Our partners include **Blue Ridge Communications, CATV Service Inc., Ironton Telephone Company, Service Electric Cable TV and Communications, Service Electric Cablevision and Service Electric Broadband Cable.**

Most importantly, thank you to our loyal, valued customers. Without your business and support, we would not have become a leading Internet and Data provider.

**Our best wishes to all of you
for a prosperous and healthy
New Year!**


A Good Neighbor.

Letter from our GENERAL MANAGER

Dear Valued Customers,

The New Year is here! It's a time of new beginnings, so we have been hard at work, designing a fresh look for this newsletter. We will continue to include the same types of fun and information, but with a slightly different appearance.

As I look back on PenTeleData's history, I am proud of what we have become, and very optimistic about our future. Technology continues to advance, providing exciting opportunities for us to grow. Be assured, if there is something new out there, we've already been researching whether it will benefit our customers.

Our Computer Patrol is busier than ever. The response we have received from our customers has been tremendous – sometimes even a bit overwhelming. We have now added some of our

best existing staff to the Computer Patrol Team. This will help us continue to serve each customer in a timely manner.

In addition, we've introduced a Computer Patrol Preferred Customer Program. You'll find the details in this newsletter, and will receive more information in the mail. It is a small token of appreciation for your patronage.

In closing, I wish you and your family a happy, healthy and prosperous New Year. We'll chat again in the spring!

Sincerely,

John H. Williams
General Manager -- PenTeleData

Check out the New and Improved PenTeleData Webmail!

In our ongoing pursuit to enhance your services, we are proud to introduce a new and improved PenTeleData Webmail.

The simplified format, with a new look and feel, will provide you with faster and easier navigation for checking your PenTeleData e-mail.

The rarely used options, such as the Schedule, Meetings, To Do List, Notes, Bookmarks and Stocks will no longer be available through Webmail. For the few customers who do utilize these options, we recommend saving your information to another

management tool. The existing Webmail will remain accessible for thirty days. As always, stock quotes are available at www.ptd.net.

To access the new PenTeleData Webmail, visit www.ptd.net and click on the link to "My PenTeleData Webmail," located on the right side of the screen in "Customer Tools"

**If you have any questions regarding
My PenTeleData Webmail, call our Technical
Support at 1.800.281.3564 or e-mail your
questions to support@corp.ptd.net.**

State and Local Community Leaders Recognize PenTeleData with Prestigious Awards

PenTeleData was the recipient of the 2007 Chamber Champion Award, presented by the Greater Lehigh Valley Chamber of Commerce. This annual nomination is presented to a successful and esteemed company or organization who is well known to operate with integrity and who has been a long time member and premier supporter of the Chamber and its mission and goals.

In addition to the Chamber distinction, we received a Certificate of Special Recognition from the Honorable Congressman Charles M. Dent, a Certificate of Congratulations from The County of Northampton and an Award of Congratulations from the Senate of Pennsylvania.

The Senate Award, signed by Mark R. Corrigan, Secretary, and sponsored by Senators Patrick M. Browne, Lisa M. Boscola, James J. Rhoades and Robert C. Wonderling, mentions a few of our accomplishments. They recognize PenTeleData as one of the largest privately owned networks in the nation and the first data and Internet Service Provider in the United States to offer broadband cable Internet. In closing, they send best wishes in our future endeavors. We are proud to have been recognized with these honors.

Our Technology Enriches the Community

Even when you might not be aware of it, PenTeleData's technology is behind the scenes, enriching our community.

Whether it's making a deposit at the bank, accessing your checking account online, research at a local school or university, filling a prescription or awaiting a diagnosis from your doctor, it's likely that you are

using our MPLS Network with Intelligent Routing, making your transactions smooth and secure.

In addition, our 24/7 Network Control Center provides around the clock monitoring, so you can feel confident that your information is available – no matter the time of day or night!



Computer Patrol's Video Surveillance Systems

In today's world, daily crime and terror reports overrun our newscasts and newspapers, so security is important to all of us. We want to do everything we can to protect our families, businesses, employees and property.

Here at PenTeleData, we know how important security and peace of mind can be. That's why our Computer Patrol has introduced a great new Video Surveillance System Package. For as low as \$699, we'll include a Digital Video Recorder with an 80 GB hard drive to store your camera footage, four black and white cameras, a 12 inch black and white video display monitor, four 12V power supplies, four 100 foot video/power cables, instructions and a limited hardware warranty on all parts. (This offer does not include installation and travel fees. Available stock and some restrictions may apply.)

Since a "one size fits all" approach isn't always best, we can also customize a Video Surveillance package to meet your specific needs.

For more information, or to view our other services, visit www.ptdpatrol.com or call us for a personal consultation at 1.877.610.9090.

Computer Patrol Preferred Customer Program

When we introduced Computer Patrol at the end of 2007, we expected that our customers would have a need for the services we offer. However, we never imagined that need would be so great. Because of you, our customers, Computer Patrol has been busier than ever. Thank you!

In appreciation, we are offering our residential customers a Computer Patrol Preferred Customer Program. After any initial qualifying visit from Computer Patrol, you will receive a Computer Cash Card for a return visit, to be redeemed by 12/31/08 (some restrictions apply).

Here's how it works:

Spend \$100-\$199.99 and you'll receive \$25 toward a future Computer Patrol Visit

Spend \$200-\$299.99 and you'll receive \$50 toward a future Computer Patrol Visit

Spend \$300-\$399.99 and you'll receive \$75 toward a future Computer Patrol Visit

Spend \$400 or more and you'll receive \$100 toward a future Computer Patrol Visit

For more information about Computer Patrol and their services, visit www.ptdpatrol.com or call 1.877.610.9090.

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CUSTOMER CONTEST

JANUARY 2008

PenTeleData is giving one lucky winner a Family 4-Pack of lift tickets to your choice of Blue Mountain Ski Area (Palmerton, PA), CamelBack Ski Area (Tannersville, PA) or Ski Sawmill Family Resort (Morris, PA). The passes are good throughout the 2007-2008 seasons.

How to play:

- Rack your brain and figure out the answer to this 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 **2/15/08**.

Good Luck! PenTeleData

Brain Teaser:

The sound of humor, happiness, joy, thrilled. Now add an 's' it's carnage, massacred, killed.

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FUN FACTS

John Adams was the first president to live in the White House – then called the Executive Mansion.

President William Taft kept a cow on the White House lawn to supply him with fresh milk. He was the last president to do so.

Richard M. Nixon is the only president to have resigned.

When Andrew Johnson, the first U.S. president to be impeached, died, he asked to be wrapped in an American flag with a copy of the Constitution under his head when he was buried.

Ronald Reagan was the first president to have been a Hollywood actor. He also submitted the first trillion dollar budget to Congress.

Ronald Reagan was the oldest man elected president.

When Theodore Roosevelt was shot in the chest en route to Milwaukee, he refused to go to the hospital before giving his speech. After speaking for more than an hour, he was taken to a hospital.

Franklin Pierce was the first United States' president to decorate an official White House Christmas tree.

George Washington was the first U.S. president to appear on a postage stamp.

Four U.S. presidents have been named John: Adams, Quincy Adams, Tyler, and Kennedy.

Franklin D. Roosevelt was the first U.S. president to appoint women to high government posts.

Benjamin Harrison is the only president preceded and succeeded by the same president.

Bill Clinton was the first left-handed U.S. president to serve two terms.


A Good Neighbor.

OCTOBER 2007 CONTEST WINNER!

Congratulations to Susan Boyer of Manheim, Pa.

Susan is the winner of a \$50 gift certificate to Roadies Restaurant & Bar at Penn's Peak in Jim Thorpe.

1. What national holiday is the celebration of Christopher Columbus' arrival in America? (Columbus Day)
2. What Canadian Holiday is celebrated on the second Monday in the month of October? (Thanksgiving Day)
3. What holiday is best known to children, as they dress up in masks and costumes, going door to door asking for a treat? (Halloween)

Theme: Holidays Celebrated in October

PenTeleData Enriches Education

PenTeleData has built one of the country's largest networks, linking local schools, colleges, universities and libraries across Pennsylvania and New Jersey. Our MPLS Network with Intelligent Routing offers reliable communication solutions that empower teachers, students and administrators to maximize learning potential. Whether it is reinforcing the lesson taught in the classroom, opening up a world of information or network security, we have a connection to meet any need.

With this in mind, you are probably not surprised to hear that we also offer a variety of programs that reach out to students who are choosing their career paths or training for their future. Although we are an Internet company, our varied departments allow job shadowing and internships for many fields of study, including IT Engineering, Marketing, Systems Administration, Web Development, Computer Repair and more.

To date, we have had the pleasure of hosting students from Penn State University, Moravian College, Bucknell University, many local high schools and the University of Waterloo in Canada.

Mark Ain, an intern from the University of Waterloo (Canada's #1 technical school – "the MIT of Canada") explains his intern experience at PenTeleData:

"I started with PenTeleData in February of 2004 and worked for 3 months as a "co-op" student in backbone engineering. This co-op work is part of the graduating requirements of UW Engineering. Students are required to complete six 3-to-4 month work terms where they take a position with an employer and gain experience that is relevant to their field. We also had to write four work term reports, which are engineering documents (between 20 - 30 pages) that describe some project or aspect of our work from a given work term. In total, I worked at PenTeleData on four separate occasions and produced all four of my work term reports during that time.

"My entire time spent at PenTeleData was very productive and rewarding. I really gained solid industry experience and had the opportunity to bridge my learning gap between academia and real-

world applications. Being able to work hands-on with expensive high-end networking equipment definitely makes for a neat experience.

"I found the PenTeleData staff members to be very friendly and helpful. I especially enjoyed working with their engineers on research and development; it felt great to be involved with industry professionals solving meaningful problems. Overseeing the Unleashed Wi-Fi deployment was also interesting because I had the opportunity to work in areas of the project that were beyond the regular technical aspects (i.e. deployment/customer related issues).

"Overall, I would highly recommend this kind of co-op work placement to other students who are looking to get involved in networking and telecom. The real-world experience you get is invaluable, and it definitely gives you an edge when you're looking for employment in the future."

Here at PenTeleData, we take pride in our ability to provide educational opportunities and promote the success of our communities. After all, according to Albert Einstein, "The only source of knowledge is experience."