

PTDCHAT

PenTeleData's Customer Newsletter

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Contents

Partner in Business - ArtsQuest



Courtesy of ArtsQuest, photo by Estizer Smith

ArtsQuest is a non-profit organization dedicated to providing arts and cultural experiences in and around the greater Lehigh Valley, Pennsylvania area. They strive to meet the needs of the diverse community, and with the assistance of 2,000 volunteers and support from numerous businesses and individuals, are able to reach more than one million people each year.

They proudly own and operate the Banana Factory arts center, and present annual events, such as Musikfest, Christmas City, Christkindlmarkt Bethlehem and First Night Bethlehem to the residents of the Lehigh Valley and surrounding areas. Their newest endeavor, SteelStacks, is a community project being planned on the former Bethlehem Steel Corporation property. History, culture and the arts will intersect with technology, education and celebration to feature a variety of facilities for festivals, theatre, dance, cinema, musical performances, and visual and performing arts education.

In addition, ArtsQuest provides arts-in-education classes, job skill initiatives for teens, after-school enrichment programs for students and art classes for the community.

What part does PenTeleData play in all of this? Kim Plyler, ArtsQuest Director Marketing & Public Relations, explains, "As ArtsQuest expanded, adding new events, programs and initiatives for the community, it became apparent that technology-based communication would become an essential part of our marketing efforts. PenTeleData was able to provide the technologies that we needed, and it saw a great opportunity to support the community through becoming a sponsor of ArtsQuest and Musikfest. They were the number one option for providing the bandwidth that we needed."

PenTeleData's services are vital to the day-to-day operations of ArtsQuest, providing the infrastructure for Internet access, e-mail, firewall security and web hosting.

Everyone on the ArtsQuest staff is linked to high-speed Internet, providing them with access to the World Wide Web. This has proven beneficial for everything from marketing to grant research and development. Webhosting and high-speed connections are two components that are vital to their business and future growth.

When mentioning their websites, including artsquest.com, bananafactory.org, christmascity.org, musikfest.org and steelstacks.org, Plyler comments, "The growth of our ecommerce has been tremendous. One excellent example is the Musikfest website. More than 80 percent of all

Musikfest concert tickets are now sold via the website. Whether it's our Banana Factory classes and summer camps, or our Musikfest merchandise, more and more of our patrons are shopping online."

She adds, "PenTeleData's services are extremely reliable and helpful. If an issue ever arises, the staff is happy to provide assistance and try to remedy the situation. ArtsQuest and PenTeleData have developed a strong relationship over the years. The end result is a partnership that benefits the entire community, as well as both businesses."

As ArtsQuest continues to provide quality cultural art experiences for the residents of the Lehigh Valley, they look forward to expanding technology options for their patrons, clients and staff. When the SteelStacks arts, culture and education project in South Bethlehem opens in spring of 2011, it will contain the latest in technology-based programs and communications.

PenTeleData shares ArtsQuest's commitment to the area, and will continue offering the latest technology that enriches communities across Pennsylvania and New Jersey.



Courtesy of ArtsQuest, photo by Dean Hawkey

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You thought you knew everything...

We are
 PenTeleData
A Good Neighbor.

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UPCOMING EVENTS

April 15 & 16, 2009

Carbon County Chamber of
Commerce Business Expo
Time: Wed. & Thurs., 3 PM-8 PM
Place: Penn's Peak
Jim Thorpe, Pa.

May 6 & 7, 2009

Greater Pocono Chamber of
Commerce Business Expo
Time: Wed., 2:30-7 PM
Thurs., Noon-3 PM
Place: East Stroudsburg
University - Koehler
Fieldhouse
East Stroudsburg, Pa.

July 31-August 9, 2009

Musikfest
Time: July 31, 5 PM-11 PM
Aug. 1-9, Noon-11 PM
Place: Downtown Historic
Bethlehem, Pa.

August 5-9, 2009

Carbon County Fair
Time: 3 PM-11 PM
Place: Carbon County
Fairgrounds
Palmerton, Pa.

August 23-29, 2009

West End Fair
Time: Sun., Wed., Sat.,
10 AM-11 PM
Mon., Tues., Thurs., Fri.,
Noon-11 PM
Place: Gilbert, Pa.

September 1-7, 2009

The Great Allentown Fair
Time: TBA
Place: Allentown Fairgrounds
Allentown, Pa.

We are

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Letter from our GENERAL MANAGER

Dear Valued Customers,

Welcome to the spring edition of the PTD Chat. It's jam packed with helpful information, including some facts about our company and some statistics that you may find interesting, so before you start spring cleaning, take a moment to enjoy everything we have to share this quarter.

With warmer weather on the way, you're likely to see our PenTeleData name at even more places than usual. We're proud to support a variety of events, including the Lehigh Valley IronPigs, the Scranton Wilkes-Barre Yankees, Camel Beach,

Musikfest, The Great Allentown Fair and other concerts, fairs, and trade shows. Our entire staff is proud to live and work in the areas we serve, and our involvement in these important sponsorships is just one way for us to give back to our community.

Enjoy the warmer weather. We'll chat again in the summer.

Warm regards,
John H. Williams
General Manager -- PenTeleData

WE ARE PENTELEDATA WHAT DOES IT MEAN TO BE PENTELEDATA?

We are...FASTER MEDICAL DIAGNOSIS.

Our MPLS Network with Intelligent Routing offers the ability to provide interactive health care using modern technology and telecommunications called TeleHealth.

We are...SPEED AND SECURITY FOR ANYTIME TRANSACTIONS.

Whether it's an ATM transaction or online banking, we are behind the scenes, helping to make transactions fast and secure.

We are...FUN LEARNING AT YOUR FINGERTIPS.

Our reliable connections offer the resources to research a project or take a virtual field trip.

We are...SAVING TAXPAYERS MONEY.

Our technology allows judges to interview inmates, while never having to take the prisoner from the correctional facility. This makes the legal process go much faster, and as a result, saves taxpayers money.

We are...KEEPING OFFICES CONNECTED.

Our network helps businesses, like your local grocery store, share information and inventory with additional locations.

We are PENTELEDATA.

Learn more at www.wearepenteledata.net, and while you're at it, **win some great prizes!**

Three Grand Prize winners will receive a prize package (yes, if you win, you get it all!) that includes most everything you need for a fun-filled day in the beautiful Poconos, including a Family Four-Pack of tickets to Camelbeach Waterpark, a PenTeleData Duffel 18-pack Cooler Bag to pack a delicious lunch, 2 PenTeleData Collapsible Koozies to keep your drinks cold, a PenTeleData Fleece Blanket to lay on while you are catching some rays, 2 PenTeleData Bucket Hats (for whoever is cool enough to wear them) and 2 Geek Zone Stadium Chairs to relax when the day is all over! (We have an awesome day planned for you! Can you stand the anticipation? Each prize pack is valued at over \$225!)

If you've already entered a contest for our new company video, that's ok, we're giving you another opportunity to win! If you haven't seen the video, here's your chance! Simply watch to learn the name of the IronPigs Baseball Player our host Stephen visits about the upcoming game (hint: initials). E-mail that name to us at chat@corp.ptd.net by April 30th. Please remember to include your own name, address and phone number. **Good Luck!**

Protect Your PC and Your Home

DO YOU KNOW THAT COMPUTER PATROL CAN HELP YOU PROTECT MORE THAN JUST YOUR COMPUTER? WE CAN HELP WITH YOUR HOME TOO!

We understand that you want to provide your family with the security they deserve. In addition to packages that offer virus and spyware protection for your computer, we now offer Video Surveillance Systems, with peace of mind that your home and property are secure. We can customize a Video Surveillance package to meet your specific needs, including:

- > Digital Video Recording
- > Multiple cameras
- > CD burners
- > Time-lapse recall
- > Secure user-limited remote Internet access

THE POSSIBILITIES ARE ENDLESS. YOU CAN ARRANGE TO CHECK IN ON YOUR HOME FROM THE OFFICE, OR WHILE AWAY ON VACATION, AND CONFIRM THAT YOUR CHILDREN HAVE ARRIVED HOME FROM SCHOOL. INSTALLING A HOME SURVEILLANCE SYSTEM CAN ALSO DETER SOMEONE PLANNING TO BREAK-IN. FOR A FREE PERSONAL CONSULTATION, CALL US TODAY AT 1.877.610.9090.

PENTELEDATA AND OUR PARTNER SERVICE ELECTRIC CABLE TV AND COMMUNICATIONS ARE PROUD TO SUPPORT THE LEHIGH VALLEY IRONPIGS!

CAN YOU FEEL THE EXCITEMENT? Last year's enthusiasm over the return of professional baseball to the Lehigh Valley hasn't faded. In fact, the fanfare is expected to be as unrivaled as ever, and PenTeleData and Service Electric Cable TV and Communications are proud to be part of the action!

Service Electric is the Official Exclusive Communications Provider, an honor that has made the pioneering company continue with their tradition of firsts. In 2008, the Lehigh Valley IronPigs became the first minor league baseball team to have its entire 72-game home schedule televised live. All IronPigs home games now air on a four-station network created with Service Electric Cable TV, Inc. In addition to the games airing on SECTV (TV2), the telecasts are carried live on Service Electric Cablevision, Blue Ridge Communications and WYLN35. The network airs each home game to more than 900,000 households in Eastern Pennsylvania and Western New Jersey. All games on the IronPigs TV feature a 15-minute pre-game show and a post-game show.



This year, PenTeleData is the Official Internet Provider, and we will expand our support with a sponsorship of the Party Porches, located at both 1st and 3rd bases. If your company hosts one of these areas, be sure to check out our literature and displays. If you're there on the right night, you might even take home a nice gift with our logo!

DO YOU KNOW: THAT PENTELEDATA TECHNICAL SUPPORT OFFERS A LIVE SUPPORT CHAT?

Next time you have a question for us, check out our Live Support Chat, located on our website at www.ptd.net. Simply click on the link located on the right side of the page, just below "PenTeleData Customer Tools."

Our Technical Support Team is available 24 hours a

day/7 days a week and Customer Service is available on weekdays from 8 am- 10 pm. This means that anytime you have a technical question or problem, we will be available—even if that question comes up at 3 A.M. on a Sunday morning! As always, Technical Support is also available by calling 800.281.3564 or via e-mail at support@corp.ptd.net.

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CUSTOMER CONTEST

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PenTeleData is giving one lucky winner a Family 4-Pack of tickets to see the Lehigh Valley IronPigs vs. the Louisville Bats on Friday, May 29th @ 7:05 PM.

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 5/15/09.

Good Luck! PenTeleData

Brain Teaser:

What is a five letter word which becomes shorter with two letters added onto it?

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FUN FACTS

The game of Monopoly is the best-selling board game in the world, licensed or sold in 80 countries and produced in 26 languages including Croatian.

In 1943, the steel industry introduced the 5-day, 40-hour work week. Henry Ford adopted it in 1926.

When Walt Disney arrived in Hollywood, in the early 1920's, he got a job as an extra in a western movie. But it rained the day Walt's scene was to be filmed, and the studio replaced him.

In Florida, women may be fined for falling asleep under a hair dryer, as can the salon owner.

At age 14, Tom Cruise enrolled in a seminary to become a priest, but dropped out after one year.

The Jell-O Company came out with a cola flavor gelatin for kids in 1942. It was discontinued the following year.

It takes 120 drops of water to fill a teaspoon.

Before he became the reigning male artist in country music, Garth Brooks worked as a sporting goods employee and as a manager of a cowboy-boot store.

Use of less fertilizer at precisely the right times can cut costs by up to 17 percent for farmers in developing countries and reduce damage to the environment.

Lettuce is a member of the sunflower family.

The Egyptian pyramids were once faced completely with marble. The Parthenon was once painted.

There are 61 towns in the United States with the word "turkey" in their names (e.g., Turkeytown, Alabama and Turkey Foot, Florida).

We are

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JANUARY 2009 CONTEST WINNER!

Congratulations to Linda Davis of Shelocta, PA.

Linda is the winner of a Family 4-Pack of ski lift tickets. The passes are good throughout the 2008-2009 season.

QUESTION: The more you take, the more you leave behind. What are they?

ANSWER: footsteps or steps

FAST FACTS ABOUT PENTELEDATA

Our name is everywhere – billboards, advertisements, ball fields, concerts and more. You know that PenTeleData means Internet and networking, but how about some fun statistics to tell you more about us? Hopefully, some of these will wow you, or even just catch your interest. We're proud of our company, and grateful for our loyal customers. Without you, none of this would be possible.

- > Our Customer Service and Support Team process nearly 20,000 calls per month.
- > We recently added our first New Jersey location in Sussex County, Just Desserts Café, making Unleashed Hotspots available in 15 counties. We've increased our number of locations by 11.3%, currently at 196. Our most popular hotspots are Wilkes-Barre outdoor, Sunbury outdoor and Bloomsburg outdoor. The largest receives over 1,000 logins per quarter. The best news is it is a FREE included feature for any of our partner broadband customers---take your Internet service anywhere you go!
- > Our primary website, ptd.net, has 72%+ visitor repeats, and has almost 1 million page views per day. The average number of visits per user is 11 times each month, with an average of 14 pages viewed. There are 150,000+ unique visitors each month, and over 80% of these are new visitors.
- > Our newest website, www.wearepenteledata.net, has exceeded 10,000 unique visits since its launch in November. That's 10,000 people who can now tell the story of our company!
- > PenTeleData.net, our commercial site gets about 26,000 unique visitors each month, and the average visitor views 8 pages. People are looking, and that's great news for our continued growth.
- > PenTeleData and our partners have invested over \$300 million in our network and deployed over 5,000 miles of fiber optic wiring.
- > PenTeleData currently offers a 10 Gbps MPLS network with Intelligent Routing. With this much speed at multiple locations, you can download the entire Encyclopedia Britannica several times in less than one second!

Find out more about what we are doing at www.wearepenteledata.net.

WEB HOSTING

PenTeleData now offers a new small business plan for Web Hosting! For just \$9.95 per month, your business can post your presence on the World Wide Web!

Our current Web Hosting customers will also benefit from the new packages, with increased traffic storage, increased bandwidth, and graphic mission-critical NetTracker statistics. NetTracker offers easy, self-service access to the details of your website views, and can be focused to a specific date range.

With a variety of web hosting package options, an amazing amount of disk space and web traffic, and several extra features to add to any package, PenTeleData is sure to have a hosting solution to meet the needs of your business. Call us today at 1.800.281.3564.