

# FAST CONNECTIONS

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## Dear Valued Customer

Welcome to our new monthly newsletter, *Biz2Biz Fast Connections*. We know that technology is constantly evolving, so we're introducing this Biz2Biz Fast Connections newsletter as supplement to our quarterly newsletter, our *PTD Chat*. Our intent is to keep you informed about our services, industry trends, security tips, events we sponsor or attend, and anything else that may be relevant to your services from PenTeleData. We know you're busy, so we'll keep the articles short, yet informative. We look forward to staying in touch with you more often and hope that you'll be sure to watch for our email. It will arrive in the beginning of each month. In addition, we'll be giving out some great prizes, so be sure to enter the contest each month.

**Thank you for your business and continued support.**

Jaime Mendes  
Vice-President of Operations  
PenTeleData

## NETWORK STRENGTH

### We Were Prepared:

#### Our Network was Ready for Pandemic Usage!

The PenTeleData network connects residences and businesses across our footprint to anywhere around the world. Now, more than ever, our services are crucial to the communities we serve....

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## TELEHEALTH

### Telehealth is Here to Stay!

If you work in healthcare or have needed the care of a medical provider recently, you are probably aware of the convenience and value of telehealth visits....

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## I.T. CORNER

### PenTeleData I.T. Services: Backup Solutions

If you manage your company's network, you know the importance of the critical information it contains....

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## OUR FAST CONTEST

**How fast can a cheetah go from 0 to 60?**

One lucky winner will receive a \$50 Amazon gift card.

Rack your brain and figure out the answer to the brain teaser. 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 7/31/20. Good Luck! PenTeleData

# FAST CONNECTIONS

## NETWORK STRENGTH

### We Were Prepared: Our Network was Ready for Pandemic Usage!

The PenTeleData network connects residences and businesses across our footprint to anywhere around the world. Now, more than ever, our services are crucial to the communities we serve. Our region's health networks depend on us to provide continuous, reliable phone and internet service so they can best serve their patients. Small businesses, school children, and our work-from-home neighbors require our services to stay connected to their businesses and education. From telehealth to Zoom conferences, we know that you need to stay in touch for a variety of reasons and we've been ready for the challenge. We've seen a consistent trend with network usage over the last many weeks and have provided reliable, consistent connections. Our network was built for this!

#### Here are a few interesting network statistics from the last two weeks of April:

- Our lowest network utilization was typically around 5 AM (239 Gbps)
- Average network utilization overall was 598Gbps
- Peak utilization was 1,031 Gbps
- Weather is often a significant factor in network usage. On nicer days, our customers seem to be spending more time away from their connected devices!
- During the month of May, the top three providers on our network were Netflix (43%), Google (30%) and Facebook (12%).
- Video accounted for 76% of our total network traffic followed by Social Media at 9% then Gaming at 6.8%.
- We cache (pronounced "cash") content on our servers, which means we save content locally to speed up access to data and reduce demand on our network. For example, if you download a movie from Netflix, it is saved on our servers so that the content is readily and quickly available for the next Netflix user who requests the same movie.

***Thank you for choosing PenTeleData. We hope that we've proven our reliability and earned your continued trust during the past few months.***

## TELEHEALTH

### Telehealth is Here to Stay!

If you work in healthcare or have needed the care of a medical provider recently, you are probably aware of the convenience and value of telehealth visits. Telehealth is the term used for health-related services and information via electronic technologies. It allows distance patient and clinician contact for care, advice, education, and monitoring. It can be two providers discussing a patient over video conference, a robotic surgery through remote access, test results shared between two facilities for interpretation, or home monitoring of patient health data. Most recently, it's been heavily used as a way for providers and patients to conduct appointments remotely via video. The response to COVID-19 increased access to telehealth, which offers cost-savings for providers, patients, and insurers. In fact, there are many benefits to video visits, so speculation across the industry is that those services are here to stay. The Centers for Medicare & Medicaid Services (CMS) is considering extending waivers on telehealth coverage past the pandemic and the industry as a whole is considering a few rules to address increased privacy and cybersecurity concerns. In addition, there will likely be additional guidance for skilled nursing facilities and others.

No doubt, the healthcare industry has had to quickly adapt to the recent demand and will have to evolve as policies roll out, especially to evaluate security controls of telehealth technologies and HIPAA compliance, consider interoperability of platforms and connected devices with electronic health record systems, ensure protections for breaches and security incidents, and conduct a comprehensive security risk assessment of IT systems. Whether you're a provider or a patient, you can rest assured knowing that PenTeleData's network was built for this! We'll continue working behind the scenes to be the backbone that supports the area's best hospitals and doctors. After all, we appreciate all that they do to care for our communities!

## I.T. CORNER

### PenTeleData I.T. Services: Backup Solutions

If you manage your company's network, you know the importance of the critical information it contains. How would your business recover if you lost data like customer information, inventory, or financial records? Would you recover within a few days? Would recovery be relatively seamless and uneventful? If not, we can help. A **PenTeleData I.T. Backup Solution** is a personalized option for workstation, server and email backup and storage.

PenTeleData Backup Solutions are supported by our experienced and industry trained I.T. Services Team. Our state-of-the-art server facilities are in Palmerton, PA and we also have a backup site. We set-up automatic transfer of your data between physical, virtual and cloud servers with generous storage options and secure encryption to quickly restore data from failures, viruses, and unexpected events.

