

FAST CONNECTIONS

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Dear Valued Customer

Welcome to our monthly email newsletter, *Fast Connections*. Whether you are billed by one of our partner cable companies or have connections directly through PenTeleData, I appreciate that you've chosen us as a partner in your company's success. While many companies offer Internet service, we strive to be the best. Since we're local, we can respond faster when if you have a question or problem. Besides, we live here too, so we care about the people and community here just as much as you do, and we have a vested interest in making sure you are a satisfied customer.

Thank you for your business and continued support.

Jaime Mendes
Vice-President of Operations
PenTeleData

WELCOME ABOARD!

We appreciate the opportunity to serve companies who have chosen to ride PenTeleData's Fiber Network...

I.T. CORNER

Backup Solutions

PenTeleData Backup Solutions are a personalized option for workstation, server and email backup and storage...

QUICK CLIPS

OUR NETWORK

We Built Our Network with YOU in mind.

Now, more than ever, our services are crucial to the communities we serve...

OUR FAST CONTEST

What is the speed you would have to attain to escape the Earth's gravitational pull?

One lucky winner will receive a \$150 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 All entries must be received by 3/31/21. **Good Luck! PenTeleData**

FAST CONNECTIONS

GET A GLIMPSE OF OUR QUICK CLIPS

Have you seen our latest quick clip videos on social media? Check them out on the PenTeleData Facebook, Twitter or LinkedIn pages. Each one adds some humor to our advertising and focuses on our network capabilities, including our fiber and phone offerings.

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Welcome aboard to
**Weavers Ace Hardware
 at Fleetwood**



I.T. CORNER

Backup Solutions

Perhaps the recent news about power outages in Texas made you think about properly preparing your business for unexpected events. 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. PenTeleData Backup Solutions are 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.

OUR NETWORK

Why PenTeleData?

We Built Our Network with YOU in Mind.

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. Our customers need to stay in touch for a variety of reasons and we provide fast, consistent connections.

At PenTeleData, we have many redundancies in place, both for our customers and our own company. Some issues, such as hardware failure or Mother Nature, are unavoidable but we prepare for the fastest resolutions possible. Here are some of the measures we've taken to ensure the reliability of our network:

- Local technicians: No long travel delays with dispatch
- Over \$300 million investment in fiber optic infrastructure
- 60 Nodes for diversity and redundancy
- 100% generator back-up at all nodes
- DC power back-up at all nodes
- Redundant hardware at each node (dual switches, dual routers, dual power supplies and multiple fiber feeds)
- More than 10,000 miles of privately owned fiber optic cabling
- Multiple paths to peering points in Ashburn, VA; New York, NY; and Chicago
- Private peering agreements with major national content providers (Akamai, Google, Netflix to name a few)
- Cache servers to reduce network congestion

