

FAST CONNECTIONS

IN THIS ISSUE:

MANAGERS NOTES

BUSINESS PHONE

INTERNET STATISTICS

I.T. CORNER

SUMMER WRAP-UP

OUR FAST CONTEST

VOLUME 1 · ISSUE 3

September 2020

Dear Valued Customer

A partnership is defined as a relationship where two or more parties, having compatible vision, values and goals, form an agreement to do something together. As you probably already know, PenTeleData is a partnership of local telecommunications companies, all working together for the fiber optic network our customers rely upon. Our partnership is possible because of everyone at Service Electric Cable TV and Communications, Service Electric Cablevision, Ironton Telephone, Palmerton Telephone and Blue Ridge Communications.

We consider ourselves and our network a partner in YOUR business too. How can our technology help your company find continued success in the days and years to come? Whether you need help from our I.T. Services group, a faster connection, phone services, network redundancy or something else, give us a call. We have an affordable custom solution to meet your needs.

Thank you for your business and continued support.

Jaime Mendes
Vice-President of Operations
PenTeleData

BUSINESS PHONE

Could Your business benefit from a scalable, affordable, and dependable phone service?

MORE >>

INTERNET STATISTICS

Who uses the Internet? How do other parts of the world compare? Check out these statistics ...

MORE >>

I.T. CORNER

We're Proud to Serve Hoffman Hlavac & Easterly

When it was time to choose an Internet provider, Hoffman Hlavac & Easterly needed a company that could do it all...

MORE >>

SUMMER WRAP-UP

When shopping for a car, home or any other large ticket item, you probably prefer to buy from someone you know, and who knows you. The same is true of Internet service. PenTeleData is local.

MORE >>

OUR FAST CONTEST

How fast is Earth traveling around the sun in mph(miles per hour)?

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 9/30/20. Good Luck! PenTeleData

FAST CONNECTIONS

SUMMER WRAP-UP

When shopping for a car, home or any other large ticket item, you probably prefer to buy from someone you know, and who knows you. The same is true of Internet service. PenTeleData is local. We know that matters to you, and it matters to us too. As summer comes to an end, we know that we haven't been able to get out into the community nearly as much as usual, in fact, we really missed the fairs, charity benefits, golf tournaments, chamber events, and galas that allow us to meet and chat with our customers, but make no mistake, we're super excited for 2021. **WE CAN'T WAIT TO SEE YOU!**

INTERNET STATISTICS

Who uses the Internet? How do other parts of the world compare? Check out these statistics:

- > There are **7.77 billion** people in the world. **4.54 billion** of them are active Internet users.
- > **Asia has the largest percentage of Internet users** by continent/region. Of all people using the Internet:
 - 50.3% are in Asia
 - 15.9% are in Europe
 - 11.5% are in Africa
 - 10.1% are in Latin America and the Caribbean
 - 7.6% are in N. America
 - 3.9% are in the Middle East
 - 0.6% are in Oceania and Australia
- > Kuwait is the country with the **highest penetration of Internet users**, with 99.6%.
- > The **United States has the third-highest number of Internet users** by country, with 293 million.
- > Users of all ages use the Internet in the U.S. However, a greater percentage of younger users are online:
 - 100% of 18- to 29-year-olds
 - 97% of 30- to 49-year-olds
 - 88% of 50- to 64-year-olds
 - 73% of 65-year-olds and older
- > More users access the Internet with a **Chrome browser** (64.45%) than any other browser.
- > More users access the Internet with an **Android device** (38.9%) than any other desktop or mobile device.
- > The average Internet user spends **6.5 hours online every day**.
- > For every second of the day, there are **88,555 GB** of Internet traffic.
- > The **average Internet connection speed is 11.03 Mbps**.

BUSINESS PHONE

Could your business benefit from a scalable, affordable, and dependable phone service? PenTeleData's Voice Services offer all of this and more! Call us today to learn how we can help your company's success.

I.T. CORNER

We're Proud to Serve Hoffman Hlavac & Easterly

Hoffman Hlavac & Easterly is a law firm specializing in labor and employment law, general litigation, general business matters, and personal injury claims. The Firm has four lawyers, Steve Hoffman, George Hlavac, Ed Easterly, and John Buckley. Combined, they have over 75 years of legal experience. In addition to representing the legal interests of both businesses and individuals, the firm offers an extensive curriculum of training options for supervisory and non-supervisory employees, including harassment, diversity, sensitivity, FMLA, ADA, hiring, discipline, termination, performance evaluations, proper documentation practices, proper compensation practices, and general supervisor training.

When it was time to choose an Internet provider, they needed a company that could do it all. George C. Hlavac, Esquire, explained, "We were looking for a business partner that could handle all of our IT and telecommunications needs, including computers, networks, Internet, phones, and support. We wanted a partner that was reliable and would be responsive, regardless of the size of our company. PenTeleData checked all of those boxes and more. Their Cloud-Based Voice Services enable us to service our clients on a 24-7 basis, no matter where we might be. We are able to conveniently access our client files from anywhere: the courthouse, our homes, client locations, the practice field, or the beach. We are never unable to respond to our clients' needs because we are away from the office."

He added, "As a new business, you fully expect to have bumps in the road when it comes to infrastructure and equipment issues. With respect to our IT and telecommunications services from PenTeleData, we have had virtually no issues. The equipment and services have been extremely reliable. The importance of their network redundancy cannot be understated. In today's business environment, if your computers, phones, or Internet services are not working, it paralyzes operations. No business can afford to temporarily shut down because of these problems. We selected PenTeleData as our business partner because of its reputation for dependability.

"When we have needed assistance from PenTeleData's support staff, they have been a tremendous help. The PenTeleData I.T. Services team made numerous trips to our offices to get us up and running as soon as we opened the doors. They never made us feel like they were in a hurry to leave or that they had more important customers to service. From our perspective, we were the most important customer they had. Our questions were immediately answered, and any issues were promptly addressed and corrected. Post start-up, any problems that we have encountered have been handled very quickly."

