

FAST CONNECTIONS

IN THIS ISSUE:

MANAGERS NOTES

NETWORK STATS

HOSTED PHONE

I.T. CORNER

QUICK CLIPS

WELCOME ABOARD

OUR FAST CONTEST

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Dear Valued Customer

Welcome to our monthly email newsletter, Fast Connections. February brings Valentine's Day, so it seems like a good time to bring up relationships, specifically, business relationships. 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. We agree. Relationship building is the foundation of our business. Satisfied customers represent our greatest advantage - not only will they spread the word to family, friends and acquaintances because they believe in what we do, but they will also help us do it better. Because we're local, we care about the same communities and causes that you do; we value your feedback; and our mutual success is important to us. Our business depends on your business, so you can trust our staff and our network to provide your company with the data and voice solutions it needs.

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

We Can Offer an Added Value to Your Commercial Cable Modem Service...

QUICK CLIPS

NETWORK STATS

On the Rails of the PenTeleData Fiber Train...
All Aboard to Learn about our Network Tracks!

HOSTED PHONE

Solutions for YOUR Business' Success...

OUR FAST CONTEST

The Japanese train JR-Maglev is the fastest train. It hovers 10 cm above the tracks and is propelled by electrically charged magnets. What speed makes it the fastest?

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 2/28/21. Good Luck! PenTeleData

FAST CONNECTIONS

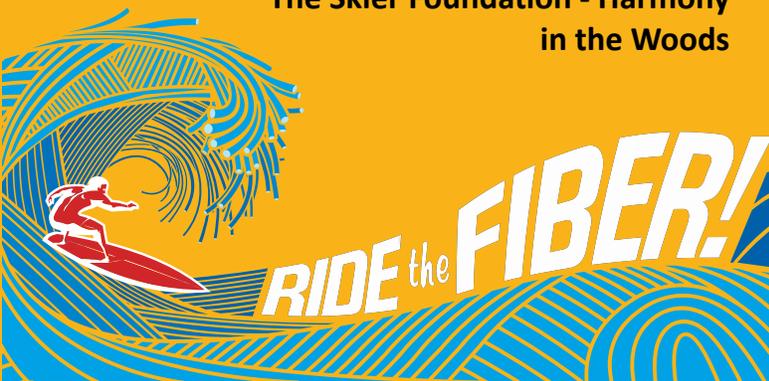
GET A GLIMPSE OF OUR QUICK CLIPS

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.

WELCOME ABOARD!

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**Welcome aboard to
Johnson Health Tech North America, Inc.
The Skier Foundation - Harmony
in the Woods**



I.T. CORNER

We Can Offer an Added Value to Your Commercial Cable Modem Service

Many companies are still working from home. Sometimes, that means their employees could patronize and work from your business, such as a garage or anywhere else with a waiting area, if only they had access to Wi-Fi Internet. Since you're already using PenTeleData for your business, why not offer Guest Wi-Fi to your customers too? PenTeleData I.T. Services can help by designing a system that allows you to offer your customers the Guest Wi-Fi they want, while ensuring the business side can keep doing what it does best...business.

Because offering Guest Wi-Fi does potentially carry some risk, advanced features like Internet Content Filtering are available to help prevent inappropriate/undesirable content from being viewed and Firewalling can be added on for that extra layer of protection. In fact, many customers opt for some level of requiring a user to "log in" with some sort of credential rather than just creating a wide-open access point that anyone can anonymously use. To learn more, visit www.penteledata.net/IT or call us today.

NETWORK STATS

On the Rails of the PenTeleData Fiber Train...All Aboard to Learn about our Network Tracks!

Here are some of our network stats from 2020:

- The most popular IoT devices in order were Google, Amazon, Netgear, Samsung, and Apple.
- Video was 76% of total network traffic over the year, split 39/34 for Netflix and Google followed by Facebook, Hulu, Apple and Amazon.
- Valve Software shows the highest source of gaming traffic followed by Sony, Microsoft, Roblox and Blizzard.
- The most popular social media platforms were Facebook, TikTok, Snapchat, Reddit, and Twitter.
- It's no surprise that video conferencing saw a noticeable uptick in usage, with Zoom, Google, WebEx and BlueJeans topping the list.
- Spotify and Pandora remain top streaming audio providers.
- 71% of network traffic is encrypted with HTTPS – which is a great thing!
- In January 2020, video conferencing applications didn't even make reportable levels. Since the push to work from home, this category falls into the top five for network utilization, mostly between Zoom and Google Hangouts.

HOSTED PHONE

Solutions for YOUR Business' Success: Add Some Style to Your Outdated Phone System

Many of our broadband modem customers have outdated phone systems. Luckily, PenTeleData hosted solutions have the potential to provide almost all of a customers' basic technology needs. Simply put, we offer a complete "Turn-Key" solution at an affordable price. That includes Hosted Voice Services.

Why do our customers choose PenTeleData Voice Services?

- > Our pricing is competitive. The "real price" of other providers has hidden fees and charges that do not appear as a part of the price, but truly add to the cost of the services.
- > We offer many other areas of technology to customize the needs of any business.
- > Our network is reliable. It makes sense to use the same trusted network you've already chosen for broadband services.

