

# FAST CONNECTIONS

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## Dear Valued Customer,

Happy New Year and welcome to our monthly newsletter, Fast Connections. We want to keep you connected this year and beyond, so if there's something we can do to help your business succeed, please don't hesitate to call us. Whether you're working from home, using our connections as a frontline healthcare hero, teaching the next generation, tracking packages, use our services for finances, or rely on our connections to stream the latest in entertainment, we're glad you've chosen PenTeleData. From our families to yours, best wishes for a Happy and Healthy 2022!

Thank you for your business and continued support.

Jaime Mendes

Vice-President of Operations  
PenTeleData

## PENTELEDATA MOBILE PHONE: IT'S FLEXIBLE

By now, you've probably seen our advertisements that say PenTeleData Phone Services are mobile, so what does that mean?

Well, in short, we're not talking about service like your cellular phone, although you can use that phone as one of your chosen devices. Instead, you can connect up to three devices with a single phone number. Essentially, you can link your phone number to ring on your office phone, cellular phone, and another device (really, any three of your choosing). That way, you are always easily accessible with the same phone number. It's simple (your customers or clients will agree and will appreciate your accessibility)! Best of all, it's all controlled by an app, so you can make changes whenever needed.



PenTeleData<sup>®</sup>  
business voice

## OUR FAST CONTEST

**What was the windspeed of the fastest tornado recorded on earth in 1999?**

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](mailto:chat@corp.ptd.net) All entries must be received by 1/31/22. Good Luck! PenTeleData

# FAST CONNECTIONS

**QUICK CLIPS?** Have you seen our quick clip videos on social media?  
Visit our social media pages to see more!

## WELCOME ABOARD!

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

Welcome aboard to:  
Praxis Modular and  
Everence Services LLC



## A DAY IN THE LIFE OF...

### What is the Role of a Sales Engineer at PenTeleData?

If you've spoken to a Sales Engineer at PenTeleData, then you may already know that they are the "buffer" between our Commercial Sales and Engineering Teams. Once a commercial customer shows interest in a service, Sales Engineers review the commercial quote approvals. These may include anything from a single cable modem installation to dedicated lines for a hospital with multiple campuses. Once the paperwork and contracts are signed, our Sales Engineers are responsible for coordinating with our partners, customers, and others to follow the project from installation all the way through to completion.

## I.T. CORNER

### Multi-Factor Authentication

Most of us already know the basics: do not use personal information in your password, avoid using real words, used mixed punctuation and characters, choose longer passwords, don't recycle, etc. That's obvious. But are you also using Multi-Factor Authentication (MFA)? MFA is a layered approach to securing data and applications where a system requires a user to present a combination of two or more credentials to verify a user's identity for login. MFA increases security because even if one credential becomes compromised, unauthorized users will be unable to meet the second authentication requirement and will not be able to access the targeted physical space, computing device, network, or database.

Implementing MFA makes it more difficult for an adversary to gain access to business and clinical systems, such as remote access technology, email, and billing systems, even if passwords are compromised through phishing attacks or other means.

MFA requires system or network users to present two or more credentials at login to verify their identity before they are granted access. Each additional authentication factor added to the login process increases security. A typical MFA login would require the user to present some combination of the following:

- > Something you know: like a password, Personal Identification Number (PIN), or answers to security questions
- > Something you have: like a smart card, mobile token, or hardware token; and,
- > Some form of biometric factor (e.g., fingerprint, voice recognition).

You should also consider deploying MFA capabilities to Internet-facing systems, such as email, remote desktop, and Virtual Private Network (VPNs). Implementation may be dependent upon schedules, costs, adoption willingness, and the degree of protection provided. In other words, you can match implementation to need.

