

# FAST CONNECTIONS

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## Dear Valued Customer,

Welcome to our monthly newsletter, *Fast Connections*. It's been said that "Luck is when opportunity knocks and you answer." Consider this your open invitation to talk to us about the opportunities our network can offer your business. Whether it's speed, redundancy, reliability, or the support of an I.T. Team, we can help. Reach out to your commercial sales representative or call us today!

Thank you for your business and continued support.

Jaime Mendes  
Vice-President of Operations  
PenTeleData

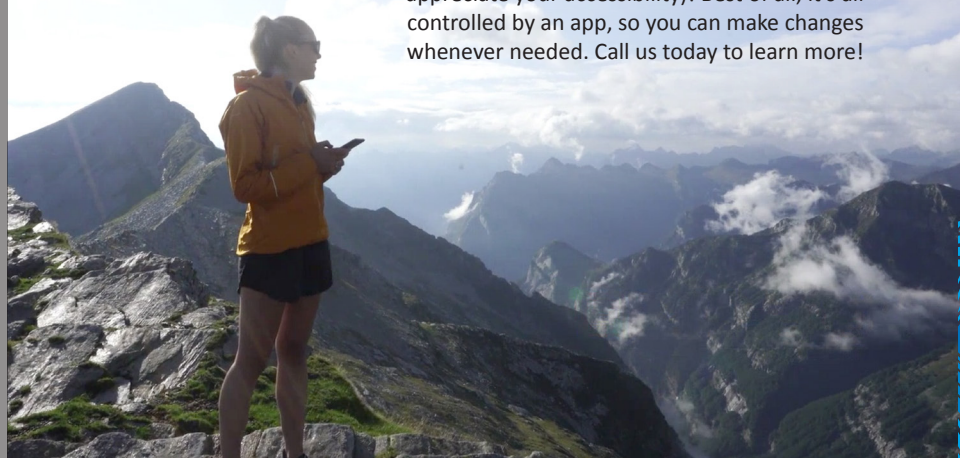
## BUSINESS PHONE MOBILE FEATURE

### Stay Mobile with PenTeleData Business Phone: Extending What YOU Can Do for Your Company

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, wireless 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. Call us today to learn more!



## OUR FAST CONTEST

**What word is defined by "The rate at which someone of something is able to move or operate"?**

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 3/31/22. Good Luck! PenTeleData



# FAST CONNECTIONS

## QUICK CLIPS?

Have you seen our quick clip videos on social media? Our most recent, *Lighting Up Neighborhoods* and *Houston, We Have Out of This World I.T.*, are available on our Facebook, Twitter and LinkedIn pages. What's next? Visit our social media pages to find out!

## A DAY IN THE LIFE OF...

### What is the Role of the Engineering Department at PenTeleData?

The Engineering Department at PenTeleData is responsible for maintaining the transport of data and Internet access to both commercial and our Partner's residential customers. As PenTeleData's research and development team, the Engineers design, develop, test and implement new technologies in our network. They stage and roll out new hardware upgrades to support the ever-growing customer demand across our core backbone network and assist with customer turn-ups for services across our core network and organizing physical assets for dispatch into the field. Often, this requires the staff to keep abreast of the "next best thing", even before it happens. They must have exceptional communication skills, essential when they manage large projects, train and support fellow employees and partners, and resolve escalated issues.

## WELCOME ABOARD!

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

- Welcome aboard to:
- Baker's Waterproofing
  - Community Bank, NA



## I.T. CORNER

### Secure Your IoT (Internet of Things) Devices

If your small business is using smart devices, is your set up as clever as it should be? Convenience has never been more accessible. Everything from ovens, sprinklers, lights, motion sensors, thermostats, electronic locks, and appliances can be controlled remotely. As the number of connected gadgets around us increases, there is an inherent risk of those devices being hacked. Here are a few tips to prevent that from happening:

- > Use a strong encryption method for Wi-Fi to help keep your network communications secure.
- > Give your router an unusual name not associated with you or your street address or any personal identifiers. Using the name assigned by the manufacturer might identify the make or model.
- > Set up a guest network so that visitors, relatives, and friends can log into a separate network that doesn't tie into your IoT devices.
- > Always change the default usernames and passwords. Are you considering a device that doesn't allow you to change the default password? Then consider a different one.
- > Use strong, unique passwords for Wi-Fi networks and each device. Avoid common passwords or anything that is easy to guess.
- > Check all devices for default privacy and security settings and change them accordingly. The settings should benefit you, not the manufacturer. You can also consider disabling features you don't need.
- > Keep your software up-to-date, including the updates on your smartphone.
- > Consider upgrading aging IoT devices already on your network. Newer models may offer stronger security.
- > Use multi-level authentication for extras layer of security.
- > Avoid using public Wi-Fi networks to manage your devices.

