



CONNECTIONS

Employee Newsletter

Fourth Quarter 2024
Volume 2

What's in this Issue?

- Digital Self Care
- System News
- New Hires
- Weddings

HOW TO CONTRIBUTE TO CONNECTIONS?

This is your newsletter and we welcome your contributions. If you have something you would like to contribute like photos, event news, employee accomplishments or new ideas, please submit your information to be considered for publication to: newsletter@secv.com

DIGITAL SELF CARE ORDER SYSTEM

Contributed by Scott Young, Director of Marketing

Digital Self Care is a new software tool we have implemented to receive and process online customer orders. The system is designed to streamline the ordering process with a simple user interface by using artificial intelligence to predict and recommend the best products based on individualized offer recommendations such as behavioral, competitive, demographic, geographic, and transactional data. The customer is offered tailored suggestions once the data is gathered from a few short questions. For example, a family of four with a three-bedroom home and over 15 streaming devices, who identify as online gamers, streamers of movies and shows, and work-from-home may be offered 2 Gig Internet and Plume.

As this customer navigates through the order flow, they can change speeds, add or remove Plume devices, and add TV service and tiers while viewing their order summary as they make changes. The AI-powered ordering system helps us understand customer needs better than ever before; it sets a new standard for personalized service.

Visit shop.secv.com to check it out.

1 Let's pick the perfect plan for you!

What services would you like?

Internet ☐ TV ☐ Phone ☐

How many internet users are in your household?

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5+ ☐

How many bedrooms are in your home?

1 bd ☐ 2 bd ☐ 3 bd ☐ 4 bd ☐ 5+ bd ☐

Approximately how many connected devices (e.g., smart TVs, smart phones, tablets, computers, smart speakers, etc.) are in your household?

Under 4 ☐ 4-7 ☐ 8-11 ☐ 12-15 ☐ Over 15 ☐

How will your household be using the internet (select all that apply)?

Online Gaming ☐ Stream Movies & Shows ☐ Work from Home ☐ Remote Learning ☐

Step 1 of 5 Next Step

2 Your Recommended Plan

Internet ☒ Remove

2 Gig Internet Service 2 Gbps
\$114.95/mo **\$94.96/mo** (NEW CUSTOMER DISCOUNT) Show All

- Experience seamless connectivity with our higher speed tiers and keep your household connected
- With many devices sharing a connection, we suggest at least 2 Gbps to ensure adequate connectivity
- Streaming TV and movies won't be as slow, choppy, or grainy at higher speeds, especially with 4 users in the home
- Online gaming is clearer, faster, and better with higher speed data connections
- People working from home often need high speeds for pause-free video conferencing

Equipment

Cable Modem Rental + \$4.95

Customer Owned Modem FREE

Plume Whole-Home Wi-Fi Pod + \$9.95

Plume One-Room Wi-Fi Pod + \$7.95

TV ☒ Remove

Classic Cable \$75.95 Show All Upgrade to Variety Tier

- 170+ channels including ESPN, History Channel, Food Network, Hallmark Channel, NBC Sports Philadelphia, HGTV, & more!
- Includes 50 Music Choice channel!
- Watch on your tablet or smartphone
- Access to On Demand & TV Everywhere

Order Summary

2 Gig Internet Service + Classic Cable

Internet	\$94.96
2 Gig Internet Service	\$114.95
New Customer Internet Discount	-\$19.99
TV	\$109.92
Classic Cable	\$75.95
Tito eStream	\$5.95
Cloud DVR Service	\$4.95
Regional Sports Fee	\$22.48
Broadcaster Re-transmission Fee	\$11.49
Tito eStream(s) Free for 2 Months	-\$5.95
Cloud DVR Free for 2 Months	-\$4.95
Other Discounts	-\$24.45
Package Discount (Value Pack)	-\$24.45
Monthly Fees	\$8.00
Cable Modem Rental	\$4.95
Modem Rental Fee Waived	-\$4.95
Total	\$180.43

Calculations

Monthly Bill	\$180.43*
Discount Savings (Year 1)	\$723.48

*Excluding regional taxes and fees.

KNOW YOUR ENGINEERS

SUPPORTIVE
HELPFUL
TRAINED
QUALIFIED
DEDICATED
POLITE
EDUCATED
INNOVATIVE



Jim Dorsa (Director of Engineering)

20 years with Service Electric

DUTIES: Responsible for maintaining and upgrading SECV's network for Video, Internet and Phone. He also is responsible for ordering (CPE) customer premise equipment and maintaining inventories. Jim has twelve direct reports that are responsible for Network, Firewalls, Video (Legacy QAM & IP), Transport between Hubs & Headends, Commercial Insertion, EAS, CMTSs (Cable Modem Termination System), PON (Passive Optical Network) / FTTH (Fiber To The Home), Provisioning of CPE Equipment, Billing, Mediation between Billing and 3rd party applications, IT Support, Testing and Evaluation of new product and services, Design and buildout of Hubs, Headend and Shelters, Maintaining RF Network (QAM, OFDM, OFDMA), Maintaining Lineups, Negotiating and Maintaining Maintenance Agreements, Tower Maintenance & Leasing and maintaining Engineering budget. He also has the responsibility of direct interaction with vendors to help facilitate projects, support and troubleshooting.

BACKGROUND/EDUCATION:

Jim has 38 years of experience in the Telecommunication Industry. He started his career as installer and worked his way up to management. Jim traveled throughout the country building multiple sites and even had the opportunity to work with a company in Guadajara, Mexico as part of a joint venture. He has a A.A.S in Business Management Degree from Northampton.

OTHER CERTIFICATIONS:

- Fiber Optics I & II (2 Years)
- Electrical & Blue Print Reading
- Electrical DC Principals
- Cisco Networking

- Motorola Digital H/E Operations
- Bellcore Competitive Local Access
- Motorola Digital H/E Operations
- Motorola Digital Conditional Access Controller
- Motorola CBRS
- Scientific Atlanta Digital Video transport / OC-48
- NFPA 70E

ACCOMPLISHMENTS:

- Offering VOD
- Phone Service
- Building out of Technical Facilities
- Birdsboro | Hazleton | Sunbury

- Offering 1 Gig and higher service for Internet
- IP Video
- PON / FTTH

PERSONAL INFO:

- Involved with the American Legion and supporting veterans
 - Past SAL Commander / 4 years
 - Presently 1st Vice Commander / 4 years
 - Legion Rider / 10 years
- Enjoy Fishing and Boating
- Motorcycle Riding (Bushkill Valley M.C.)
- Golfing

Dino D'Angelo (Telecom Engineer)

19 years with Service Electric

DUTIES: Network design, implementation, maintenance and troubleshooting on various products and services over the broadband/PON networks. Primarily responsible for HE/Hubs, Video/Ad Insertion, IP Video, VOD, Residential and Commercial channel lineups, Ciena Transport.

BACKGROUND/EDUCATION:

- Associates degree, 38 years working in the industry.

ACCOMPLISHMENTS/CHALLENGE:

- Implementation of the SECVs HFC Network which includes the buildouts of all Headed and Hub facilities.

PERSONAL INFO:

- Enjoys making candles



Martina Hilken (Admin. Asst. to Director of Engineering)

16 years with Service Electric

DUTIES: Generating and submitting Purchase Orders, maintain weekly inventory spreadsheet, sending out outage reports, keeping track of maintenance contracts, submitting affidavits for spots run, following up on satellite changes, keeping up with various reports and anything else that Jim or the engineering department needs.

BACKGROUND/EDUCATION:

I have worked in various offices as administrative assistant or as a customer service representative. My father owned a bakery (Hahn's Bakery in New Jersey) and I spent many years working there on and off as a cake finisher and decorator.

PERSONAL INFO:

My parents are from Germany, I have a daughter named Natasha who is the light of my life, I am now engaged to be married. I sew and sell cross-body bags as a hobby which keeps me very busy. I do local craft shows and Bethlehem's Christkindlmarkt.



Randy Trometter (IT Supervisor)

16 years with Service Electric

DUTIES: VMWare Admin (Virtual Servers), Server Admin, Email, and Assisting with Triad.

BACKGROUND/EDUCATION:

I have a BS in Information Technology, Associate in Information Technology, Association in Accounting. Worked 4 years in IT Support for Weis Markets, 4 yrs as the Director of Information Technology for Northumberland County and 15 yrs teaching Information Technology at McCann School of Business & Technology.

ACCOMPLISHMENTS/CHALLENGE:

One of the biggest accomplishments that I have achieved for the company is fault tolerance with our Virtual Server Environment. Currently about 98% of our servers are running on 8 main servers in our Hazleton and Birdsboro location, 4 in each location. We need to ensure that this environment stays up and running 24/7 for our company's needs. This environment is configured that if we lose a server (which we already have) no one is any wise of the outage. This is also one of the biggest challenges as well. Especially after BroadCom acquired VMWare and is dropping support on our existing environment in the next three years. So the ball is already rolling to get a solution going to keep our fault tolerance and making the system grow as SECV continues to grow by providing additional services to our customers.

PERSONAL INFO:

During my free time, I really enjoy Legos and my Jeep. With the Legos, this is my stress relief, I have a lot of the Star Wars sets built (R2-D2, Yoda, Chewbacca, X-Wing Star Fighter, Millennium Falcon, Republic Attack Cruiser) besides my Lego Jeep, and Disney Simbas (yes I have two of them, the large one and the small one). On the Jeep side, for over 30 years I've owned Jeep Wranglers, had a total of 4 Wranglers, and just recently went to the Jeep Gladiator (Jeep Truck). Still debating on the lift kit and tire size I want to go with this one. But being 5'7" I'm always concerned about getting into my Jeeps. Heck, I already have issues getting up in the bed without a lift, will definitely need to carry a step ladder with me once that's done.



Scott Page (Network Engineer)

14 years with Service Electric

DUTIES: Network design, implementation, maintenance and troubleshooting. Primarily responsible for CMTS, PON routers, IP video, and firewalls.

BACKGROUND/EDUCATION:

- USMC, veteran of Operations Desert Shield and Desert Storm
- Self-taught computer repair, building, and troubleshooting
- 12 ½ years at Penteledata
- Dial-up technical support, supervisor, and assistant manager
- Sale Engineer
- BS – Psychology from Penn State in 2020
- Currently attending La Salle University Masters program

ACCOMPLISHMENTS:

- Implementation of the Commscope E6000 CMTSs.
- Upgrading the E6000s to Gen2, 100Gig, and OFDM & OFDMA
- Implementation of the ASR core routers
- Design and installation of the Palo Alto firewalls
- Design and implementation of our IP Video network, including building in TV Everywhere capabilities to the IP video delivery system
- Design and implementation of 10G EPON and 25G XGSPON network, routers, and service

PERSONAL INFO:

- Life long student, attended Pitt, VCU, PSU, La Salle
- Reading, a range of books from histories, historical fiction, mythologies, science fiction and fantasy
- Cooking, 17 years working in restaurants, family business 3rd Street's Chicken and Ribs in Bethlehem, Steak & Ale, Red Lobster, Queen City Brewing, Magnolias Vineyard, Beacon 433, and others. I do most of the cooking at home.
- Music, all genres and all decades, Sister Rosetta Tharpe to Peter Gabriel to Thelonius Monk & Miles Davis to Tyler the Creator



FACEBOOK POST BY LANA - A RETIRING POSTAGE CARRIER

Lana from Coal Township is getting ready to retire soon and she shared several pictures of Township workers. Trash workers and other people she see's out and about while delivering mail. Some of our very own SECV techs, made the cut!

As USPS Letter Carriers, we get to know and see so many other "street workers" out there on the daily. Somehow I always felt safe knowing they're around, just in case I ever had an issue. I knew they'd have my back.

On the most miserable, cold, icy days, pouring down rain, or blazing hot sunny days, it kind of eased my pain and made me feel better knowing all these workers were suffering right along with me. (sorry but it's true!)

The guys are great, all good workers and I always appreciated the waves and friendly chats over the years... I am going to miss my customers, but I am going to miss this part too!



BIRDSBORO System News

Oley Fair



Halloween Pumpkin Decorating

1st



Mandy Forsythe (Evening Supervisor)

2nd



Jamie Thomas (Assistant Office Manager)

3rd



Sydney Knerr (CSR Temp)



HAZLETON System News



Greater Hazleton Chamber of Commerce

Received the 60 years of membership on Oct. 3, 2024

Tim Trently (General Mgr.) and Stephanie Hornick (Admin. Assistant)

Office Trick or Treating



Victor Hernandez (IT Specialist) and children



Barbara Christina (CSR) & granddaughter



Chris Gallagher's (Supervisor) Children



Amanda Conahan (CSR), Matt Ward and children



Violet Gabriel's (CSR) Sister in law and nephew

Mahanoy City Trick or Treating



Pictured above and to the left: David Fortner, his friend Bernice, Stephanie Hornick (Admin. Assistant), and Little Schniggy the Skeleton represent SECV during trick or treating.

Halloween – City View Park Trail of Treats



Julissa Suriel (CSR), Amanda Conahan (CSR), Stephanie Hornick (Admin. Assistant), Sue Matuella (Office Mgr.), Violet Gabriel (CSR)



Violet Gabriel (CSR), Julissa Suriel (CSR), Amanda Conahan (CSR) and Tim Trently's (General Mgr.) granddaughters Abigail & Eliana



Troy Tini (Installer) w/son Irvin, Sue Matuella (Office Mgr.), Barb Christina (CSR), Leigh Fisher, Stephanie Hornick (Admin. Assistant), Casie (Troy & Leigh's daughter), Violet Gabriel (CSR)



Operation CAN DO Donations for the Troops

Stephanie Hornick (Admin. Assistant), Barb Christina (CSR), Leslie Baughman (Asst. Office Manager), Ralph Milillo (CSR Supervisor), Sue Matuella (Office Mgr.), Rob Trently (Field Mgmt.)



Can Do – Curb Appeal

2024 CAN DO Curb Appeal Award September 17, 2024

Tim Trently (Division Manager) and Stephanie Hornick (Admin. Assistant)



Bosses Day

Caricatures of the Hazleton management team were given to all for Boss's Day on Wednesday, October 16th from the staff. We came up with the idea because we had a supervisor who wanted one done during our picnic last year and didn't get the chance to get one. We sent a picture in with a list of things and hobbies each supervisor liked.

Suz Trently (Office Manager), Timothy Trently (General Manager), Robert Trently (Field Supervisor), Victor Hernandez (IT Specialist), Matt Kujat (Head End Supervisor), Christopher Gallagher (Installation Supervisor), Leslie Baughman (Asst. Office Mgr.), Ralph Millilo (CSR Supervisor), and Violet Gabriel (Evening Supervisor)

Employee Appreciation Day!



Barb Christina (CSR), Amanda Conahan (CSR), and Alexandria Hoats (CSR)



Troy Tini (Installer) and Pete Felici (lineman)



Richard Lashock (field Tech), David Fortner peeking behind him



Field Staff

System News

Women's Symposium

Greater Susquehanna Valley Chamber of Commerce – Women's Symposium Oct. 23rd. Attended by **Bonnie Keister** (Managerial Asst.) and **Nicole Spontarelli** (Office Manager)



Bloomsburg Middle School Career Day

We were excited to be part of Career Day at Bloomsburg Middle School! **Theresa Brown** (CSR) and **Matt Eddinger** (Field Tech) from our Sunbury division had the incredible opportunity to talk to bright young minds about different career opportunities available with SECV.

It is inspiring to see the students' enthusiasm and curiosity about the world of work and to help them explore options for their future.

Thank you to Bloomsburg Middle School for hosting such a fantastic event and for inviting us to be a part of it!



Milton Touch A Truck

The skies may have been cloudy - but these faces were all sunshine! Thanks to **Luis Mena** (CSR) and **Dillon Heiser** (Technician) for spending their Saturday at Milton's SkillsUSA Touch a Truck event on Saturday May 11, 2024 at Baugher Elementary School. They had a great time showing the kids the SECV bucket truck, answering their questions and giving out some cool SECV swag. Thanks for having us Milton!



Milton Harvest Parade

Saturday Sept. 16th was a beautiful day for the Milton Harvest Festival Parade! Special thanks to **Bill Lambert** (Technician), **Lisa Lambert** (CSR), **Lisa Artley** (CSR) and **Josh Pickett** (TSR) for dressing up one of our new trucks for the occasion! Another special thanks to the Mena girls, for helping out! Even though it was their dad Luis's Saturday to work in the office, they didn't want to miss out on the fun!



Sam Haulman (GM), Senator Lynda Schlegel Culver who represents Columbia, Luzerne, Montour, Northumberland and Snyder Counties and **Mark Young** (Technician Supervisor).



BCAP Technology Day

SECV participated in the first BCAP Technology Day held in the rotunda of the PA Capitol building. BCAP President, Todd Eachus, led a press conference to kick-off the day delivering a message on the broadband efforts of member companies. Seven BCAP members—Service Electric Cablevision, Blue Ridge Communications, Comcast, PCN, SCTE, USIC and Breezeline—set up exhibits at the event to spotlight the different technologies used to build and operate broadband networks.



Anthracite Heritage Day

Sunbury CSR's, technicians and little Jack the dog attended the Anthracite Heritage Festival on Saturday, May 25th in Shamokin.

Dillion Heiser (Technician), **Theresa Brown** (CSR)



Milton Harvest Festival

We had a beautiful day for the Milton Harvest Festival on Saturday, Sept. 9th.

Don Gemberling (TSR) and **Scott Heckman** (Installer)

Kulpmont Community Day

Matt (Field Technician) and Leslie Eddinger (CSR) enjoyed a fall day at Kulpmont Community Days. They brought a SECV bucket truck and fiber trailer for the community to check out. The day was filled with food trucks, emergency services demonstrations, kids activities and police K9's. Thank you to the Kulpmont Fire Companies for hosting this great event and allowing SECV to be a part of it!



Inside Job Tour

On Wednesday, Sept. 25th Sunbury Division hosted an "Inside Jobs tour" thru the Central Pa Chamber of Commerce. Local business people had the chance to tour our facility and learn about what and how SECV delivers our services to our communities. Thank you to the Sunbury Management team for hosting such a great event.





Welcome New Hires!



Adam Campbell

Lineman, Sunbury *(on left)*



Alexandria Hoats

CSR, Hazleton



Brandon Gedman

Lineman, Sunbury



Christopher Chambers

Installer, Hazleton



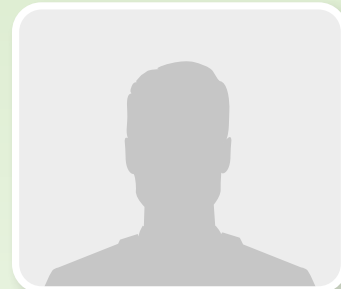
Donna Spaid

CSR, Birdsboro



Julissa Surriel

CSR, Hazleton



Joseph Hallimen

Installer, Sunbury



Kellin Pichardo

CSR, Hazleton



Kyle Jones

Installer, Hazleton



Kyle Knotts

Installer, Sunbury *(on left)*



Nathan Kolet

Engineer, Allentown *(3rd from right)*



Nathaniel Altmiller Jr.

Lineman, Hazleton



Raymond Fernandez Jr.

Field Tech III, Hazleton

JUST MARRIED



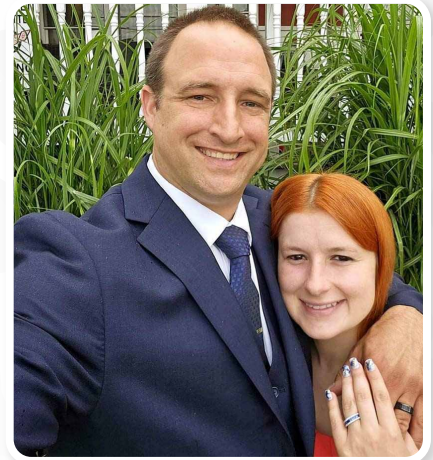
The Krumenacker's

Cyndi Lansberry (CSR, Hazleton) and **Daniel Krumenacker** got married on September 28, 2024



The Denke's

Brandon Denke (Installer, Hazleton) and **Karleigh** got married on September 28, 2024



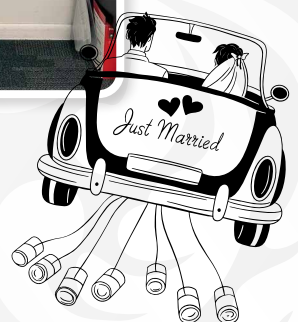
The Davidick's

Andy Davidick (Installer, Hazleton) and **Chelsey** got married on June 14, 2024



The Worrell's

Kalissa Levensgood (CSR, Birdsboro) married her best friend **Justin Worrell** on Sept 28, 2024. Before they got married, the office staff hosted a bridal shower for Kalissa.





WISHING EVERYONE AND THEIR FAMILIES A

Merry Christmas
AND
Happy Holidays

-The Walter Family

