



NEITHER RAIN, NOR SLEET, NOR SNOW...

NO, WE'RE NOT REFERRING TO THE POSTAL SERVICE. INSTEAD, THIS TIME IT WAS THE DEDICATED CREW AT PALMERTON TELEPHONE, WORKING HARD TO ENSURE THE SAFETY OF OUR CUSTOMERS AND RELIABILITY OF OUR PHONE SERVICE.

After a recent routine inspection of our poles, we discovered that one in a rural location off Smith Gap Road in Little Gap needed to be replaced. One option was to wait until spring, when the off road, wooded location would be more accessible. That would have been convenient, but wasn't good enough. We needed to be sure that our customers had unfailing services and that in the event of a large storm, no one would be injured.

It took just one glance to know that this job wasn't for the faint of heart. The existing pole held our telephone lines, as well as cable and power lines. The new pole needed to be placed on the side of a mountain, and getting our trucks and equipment to the snow covered area could be dangerous. Recent bad weather made the only pathway a bit icy, so completing the project would take careful coordination and teamwork. First, since we couldn't get the equipment to the area, our crew had to manually dig a six-foot hole in the frozen ground for the new pole. Then, with the help of PPL Utilities and a small piece of equipment called an EZ Hauler Pole Setter, the one piece of equipment small enough to make it up the mountain incline, the pole was placed and the lines were carefully relocated.

The project was a success. Although we don't always share the details of this type of maintenance with our customers, it is ongoing. In order to ensure 99.999% uptime of telephone service, our crews are on stand-



by 24 hours a day, 7 days a week for fast emergency response. We maintain over 700 miles of copper and fiber optic telephone cables in Carbon and Monroe Counties, both aerial and underground. If we placed all the copper wires end-to-end they would stretch to just over 108,000 miles—that means they would go around the earth just over 4 times at the equator. Our investment is not fixed only to our cables that make up our telephone network, but also the land, buildings, and other equipment necessary to keep everything running smoothly throughout the year.

DO YOU NEED ASSISTANCE TO PAY FOR YOUR TELEPHONE BILL?

Palmerton Telephone offers two programs to help our low-income residential customers get or keep their telephone service. They are Lifeline 135 Service and Link Up America. If you are a low-income residential customer, you may qualify for these programs.

Lifeline service gives eligible customers a credit of \$8.25 per month on his or her basic telephone service bill. Link Up America gives 50% off your telephone hook-up charge, and is available to those who qualify for Lifeline service.

To qualify for Lifeline & Link Up America, you must not be claimed as a dependent by anyone on their Federal Income Tax, unless you are 60 or older and receive assistance from one of the following programs:

- General Assistance
- Supplemental Security Income (SSI)

- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- Federal Public Housing Assistance
- National School Free Lunch Program

OR

Your yearly income is at or below 135% of the United States Census Bureau Poverty Guidelines.

If you would like to apply for Lifeline and Link Up America or if you have any questions about this program, please contact our Business Office at 610.826.6650.

Phone Numbers

Customer Service
610-826-6650

Business Office
610-826-2115

Repair Service
610-826-3444

Gilbert Office
610-826-9321

Palmerton Telephone Company continues to engineer and advance technology for tomorrow while providing reliability and quality service that Pennsylvanians count on today.

SERVING THIS AREA SINCE 1900

465 Delaware Avenue • Palmerton, PA 18071 • www.ptelco.com

From the Manager's Desk...

*Do you know that
Palmerton Telephone
has been serving the
area since 1900?*

POLE MAINTENANCE

Some may think of a utility pole as being a more or less permanent fixture, something that is installed and then forgotten unless there is a problem like vehicle or storm damage. Like any other asset, poles also require maintenance. No, we don't change the oil or rotate the tires like a truck or repaint as one would a building, but there is a maintenance program for poles.

The average life of a pole is 20 years, taking into consideration poles replaced early due to damage or facility upgrades. The way to extend this average life is through periodic maintenance. We have a program in place where each pole in our system is inspected regularly beginning at about the midpoint in its lifespan. Poles are inspected for signs of rot and, if necessary, treated to mitigate the effects of decay. With proper maintenance, a pole's useful life can be extended well beyond the average.

We are currently in the second year of a two-year inspection cycle. Roughly half of our poles were inspected in 2009 and the rest will be done this year. You may have seen the trucks and personnel of the contractor, Osmose, around the area, digging around the base of a pole, or striking one with a hammer just above the ground line. If we have a pole in your yard, they may need access to it.

Some poles will fail inspection and will need to be replaced. This is good since we will find out about a dangerous situation before nature brings it to our attention with storm damage. Since other companies may attach their facilities to our poles, the pole replacement will not only stave off potential interruption in your telephone service, but also electric and cable TV as well. Please understand that the pole inspection, maintenance program is necessary in order to bring you reliable utility service.

Sincerely,

Tom Lager

General Manager
Palmerton Telephone Company

Blackened Tilapia with Secret Hobo Spices

Ingredients:

- > 3 tablespoons paprika
- > 1 tablespoon onion powder
- > 1 pinch garlic powder
- > 1 teaspoon ground white pepper
- > 1 teaspoon ground black pepper
- > 1 teaspoon cayenne pepper, or to taste
- > 1 teaspoon dried oregano
- > 1 teaspoon dried thyme
- > 1/2 teaspoon celery seed
- > 1 tablespoon kosher salt, or to taste
- > 1 pound tilapia fillets
- > 1 lemon, cut into wedges
- > 4 slices white bread
- > 1 tablespoon vegetable oil

Directions:

1. In a small bowl or jar with a lid, make the spice blend. Mix together the paprika, onion powder, garlic powder, white pepper, black pepper, cayenne pepper, oregano, thyme, celery seed and kosher salt. Coat the fish fillets with the spice mixture, and allow to sit at room temperature for no longer than 30 minutes.
2. Heat a heavy skillet over high heat. Add oil, and heat until it is almost smoking. Place the fillets in the pan, and cook for about 3 minutes per side, or until fish is opaque and can be flaked with a fork. Remove from the pan, and place onto slices of white bread. Pour pan juices over them and squeeze lemon juice all over. Do not underestimate the white bread. It gets quite tasty soaking up all the juices.

Recipe April 2010

DON'T MISS THAT IMPORTANT CALL!

Are you going on vacation this summer? Does your job take you from one place to another? Do you need to visit the store, but are waiting for a call from your doctor's office? *With Call Forwarding, you can leave home without worrying about missing telephone calls.*

Call Forwarding allows you to forward all calls to an alternate phone number, whether it is a cellular phone, work phone, or any other number where you'll have access to calls.

Selective Call Forwarding can help you stay in touch with the ones you love by automatically forwarding specific callers to any phone number you choose. Only those calls will be rerouted to your "forward to" number. All others will ring at your home phone as usual.

When the number of the caller you wish to forward is within the Palmerston Telephone network (most 610-824, 826, 852, 381 and 681 exchanges) you can activate Selective Call Forwarding from your home telephone, using the instructions below.

If your "forward to" number is outside the Palmerston Telephone network, simply call our Business Office at (610)826-6650, and we'll set up the forwarding for you!

To Activate Call Forwarding, lift the handset and listen for a dial tone. If you have a cordless phone, you may have to press the hang-up/answer button, probably the same key you use to initiate or end a call.

Press *72 (Rotary dial 1172) and listen for dial tone.

Dial the number to which you want the calls forwarded. Wait for a connection with that number to be made, and keep the connection for six seconds.

If the number is busy, or there is no answer, hang up and repeat the steps again. When you hear two short tones, call forwarding service is active.

To confirm your Call Forwarding is activated, redial *72 (Rotary dial 1172), and listen for two short tones. If you hear the tones, your calls are being forwarded.

To Deactivate Call Forwarding, lift the handset and listen for a dial tone. If you have a cordless phone, you may have to press the hang-up/answer button, probably the same key you use to initiate or end a call.

Dial *73 (Rotary dial 1173) and listen for two short beeps and a dial tone. If you hear the beeps and dial tone, Call Forwarding has been cancelled.

To Activate Selective Call Forwarding, lift the handset and listen for a dial tone. If you have a cordless phone, you may have to press the hang-up/answer button, probably the same key you use to initiate or end a call.

Press *63 (On a rotary phone dial 1163). Listen for an announcement telling you whether the feature is currently stored in your forward list.

Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off) or turn the feature OFF (if it is currently on).

The first time you turn on the service, you'll be asked to enter the number you'd like to use for your forwarded calls. From then on, the system will remind you of the current "forward to" number.

*Do you know that
Palmerston Telephone
copper wires, connected
end to end, circle the
earth 4 times at the
equator?*

Brain Teaser February 2010 Winner!

**Congratulations to
Diane Smith of
Palmerston, Pa.
Diane was the
winner of a \$25 Gift
Card to Roadies
Restaurant and Bar
at Penn's Peak in Jim
Thorpe, Pa.**

Following you day by day, I never do have to say. Being a friend of the sun, I vanish when it's dark. I mean you no harm, and am within the reach of your arm.

Answer: shadow

DIAL 411 FOR DIRECTORY ASSISTANCE

WHEN YOU NEED DIRECTORY ASSISTANCE, USE 4-1-1 SERVICE FIRST. WHY? BECAUSE, 4-1-1 CAN GET YOU THE SAME INFORMATION AS DIALING THE OTHER DIRECTORY ASSISTANCE NUMBERS AND IT COSTS LESS.

What makes 4-1-1 service from Palmerston Telephone so much better? Aside from being much less expensive, 4-1-1 from Palmerston Telephone is available to anyone with no sign up fees, no monthly fees, no registration fees and no commitment of any kind. We even offer optional call connect.

Optional Call Connect means that when you request a number from our 4-1-1 service, you can have the operator connect you to that number. Optional Call Connect costs 25 cents per minute, so if you have a better rate through

your telephone service plan, you may want to hang up and dial the number yourself.

As another courtesy to Palmerston Telephone customers, we have our own local directory assistance number: 610-826-0411. This number allows you to receive listed telephone numbers in our service coverage area. Each month, your first two requests within our serving area are FREE and additional requests are only 35 cents. Please note, we can only provide numbers within our coverage area and do not give out unlisted numbers.

Fun Facts

Toward the end of the fifteenth century, men's shoes had a square tip, like a duck's beak, a fashion launched by Charles VIII of France to hide the imperfection of one of his feet, which had six toes.

The distance between bases on a Little League baseball field is 60 feet. In the major leagues, the distance is 90 feet.

The owl is the only bird to drop its upper eyelid to wink. All other birds raise their lower eyelids.

The venom of the king cobra is so deadly that one gram of it can kill 150 people. Just to handle the substance can put one in a coma.

The male moose sheds its antlers every winter and grows a new set the following year.

According to the Detroit Free Press, 68 percent of professional hockey players have lost at least one tooth.

The average spider can travel up to 1.17 miles per hour.

The burrowing boodie of Australia is the only kangaroo in the world that lives underground.

Alaska has the longest coastline in the United States. It measures 6,640 miles, greater than that of all other states combined. The Bering Land Bridge National Preserve, 2,784,960 acres in size, is located on the Seward Peninsula in northwest Alaska. Bering Land Bridge is a land bridge remnant that connected Asia with North America more than 13,000 years ago. There are no roads leading into the Preserve; therefore, there is no automobile access to the Preserve. Four-wheelers are prohibited, but snow machines are permitted in the winter months. Summer days are long, almost without darkness. Winter days are short, with only a few hours of light. Exposure and hypothermia are real threats to visitors throughout the year.

Personal Emergency Alert

HAVE YOU HEARD ABOUT THE BENEFITS OF PALMERTON TELEPHONE'S PERSONAL EMERGENCY ALERT?

You or your loved one can maintain or regain the independence many of us take for granted. Anyone recovering from injury or with a permanent disability can benefit from this 24-Hour a day Emergency Response Service – even in the shower!

HOW DOES IT WORK?

An Alarm Unit, installed by our specially trained technicians, connects to a telephone jack (preferably a special alarm jack). The user wears a waterproof alarm sender, either in the form of a wrist-watch or a pendant, which summons help with the press of a button. **Our local operators**, not someone in another state or country, are able to talk and hear the caller through the communicator console - typically up to a range of 250 feet away. They can find out what help is needed, and will **notify up to four predetermined contacts**, including 911. These can be **family, friends, emergency personnel or caregivers---you decide!** The unit also has power failure and power restore options, as well as an inactivity alarm.

GOOD NEWS!

In addition to customers in our serving area, Personal Emergency Alert is also available to households in Walnutport, Slatington, Lehighton, Parryville, Weissport, Kresgeville, Saylorsburg and Effort.

DON'T WAIT UNTIL SOMETHING HAPPENS, SUBSCRIBE TO GENUINE PEACE OF MIND.

This exceptional service is as low as \$17.95 per month. For more information, please call our Business Office at (610)826-6650.

Can you beat this **BRAIN TEASER?**



Brain Teaser

I'm a word. If you take away my first letter I'm on your head and if you take away my first and second letters I'm around you and you breathe me in. What am I?

Palmerton Telephone is giving away a \$25 Gift Card to Roadies Restaurant and Bar at Penn's Peak in Jim Thorpe, Pa.

To enter, e-mail the correct answer to ptelco@ptd.net or send a 3" x 5" index card to 465 Delaware Ave. Palmerton, PA 18071. Please include your name, address, daytime telephone number (to call only if you win), and the Brain Teaser answer. All entries must be received by **4/20/10**.

Good Luck!
Palmerton Telephone