



A Look Behind the Scenes

Have you ever wondered what goes on behind the scenes at Palmerton Telephone?

When you call us for service, we make it as hassle-free for you as possible, but make no mistake, what seems like a simple request can involve several steps on our part. Here's a quick look at what happens when you call for service.

When you dial our telephone number, someone in our Customer Service Department answers your call. They will answer your questions, and explain the services that may benefit you. In addition, the representative must confirm that you are an authorized contact on the account.

Once you decide to place an order, your new services are added to your account to ensure accurate billing. Our Central Office must then add the new feature to your telephone line. If you have requested a new telephone line or DSL, we also schedule an outside technician to come to your home.

As you can imagine, it is important for us to have clearly defined roles. Even if there is a lot of behind the scenes work, it must be transparent to you, our customer. That's why we have many departments within the company, including Administration, the Business Office (Customer Service and Billing), a Central Office, and outside technicians.

We are constantly working to improve your telephone service. Although we have mentioned these fascinating facts in the past, consider them a reminder of what we do to provide you with reliable service:

The Palmerton Telephone Company covers an area of 100 square miles that includes parts of both Carbon and Monroe Counties. With such a

large service area, our crews keep busy maintaining all of the cables and poles that make up the Palmerton Telephone network.

We maintain 631 miles of copper telephone cables, both aerial and underground—plus an additional 56 miles of fiber optic cables. *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.

Our investment in land, buildings, poles, cables, wires, central office equipment, computers, office furniture, vehicles and tools—all necessary to maintain and improve service to our customer has totaled over \$28,000,000!

We also operate a fleet of about 30 vehicles, including a small trailer to transport poles to job sites and a large diesel line truck used for digging holes, setting poles, and handling large reels of cable.

Palmerton Telephone owns just over 4,000 poles of various sizes—from 25 feet to 60 feet in length—all of which are necessary to bring you the quality of service you've come to expect from us.

All of these things are done to ensure 100% uptime of your telephone service. If there are any service interruptions, crews are on emergency standby 24 hours a day, 7 days a week, 365 days a year!

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

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

From the Manager's Desk...

IT'S IMPORTANT TO BE PROMPT

Timing can be critical. Life is full of deadlines and opportunities requiring promptness. The quarterback throws the ball downfield and, if the receiver has run his route correctly, the two intersect in the end zone for a score. If the receiver is delayed, the ball falls on the field for an incomplete pass or, worse yet, is intercepted by a defender from the opposing team. Your insurance company sends you a premium notice with a due date. You intend to pay on time, but somehow miss it. Your coverage lapses and you have no protection against the lawsuit filed by the person who slips and falls on your icy sidewalk the next day.

Regrettably, some of our customers who have chosen the Val-YOU package have learned the hard way, that it is important to be prompt. Long Distance service is a commodity, just like bread, milk and raisin bran. We buy minutes in bulk from a major carrier at a discounted rate, tack on a small margin and pass the majority of the savings on to you. We must pay the carrier promptly for all of the minutes our customers use. We can't tell the carrier that several of our customers did not pay their bills on time and therefore we will pay our bill when the customers pay us. Therefore, the PUC has approved language in our tariff that allows us to place the customer back on a non-discounted toll plan and charge full price for the package of services if the customer fails to pay the bill by the 20th of the month. Commission rules do not allow us to completely disconnect your service at that time, but realizing that we must also be able to pay our bills, they permit us to take away your special rates if you do not pay promptly.

Most of our customers realize this and pay their bills long before the due date. To those customers we say "Thank You". You are working with us to provide a valuable service.

Sincerely,

Tom Lager

General Manager
Palmerton Telephone Company

Greek Rice Pudding

- > 6 cups milk
- > 3/4 cup sugar
- > 1 cup Rice
- > 1 cup water
- > 2 egg yolks
- > 1/2 cup milk
- > 1 tsp. vanilla

Directions:

- 1) Combine first 4 ingredients, bring to a boil. Continue a slow rolling boil for 25 minutes.
2. In separate bowl beat 2 egg yolks, 1/2 cup milk & 1 teaspoon vanilla. To temper the cooler ingredients slowly add a small amount of hot rice mixture. Then add the rest of the hot mixture right when you remove it from stove.
3. Use cinnamon to liking. Set & serve either warm or chilled.

Recipe Jan08

The "How To" Corner

STAYING SAFE ON THE INTERNET

The Internet has changed our lives in countless ways. From news and information to communicating with a loved one who is thousands of miles away, the click of a mouse has made staying in touch easier than ever before.

Like most good things, there are some risks. Some people are able to use the Internet in malicious ways, so it is important to protect ourselves. These online predators may try to use our computers, steal personal information or scam us into losing money.

Luckily, knowledge is power. These simple steps can make a big difference when it comes to Internet safety:

1. Install virus and spyware protection, and keep it updated at all times.
2. Install and use a Firewall to monitor the information being sent to your computer.
3. Keep your passwords private.
4. Never give out personal information, such as your social security number, address, telephone number or financial information unless you are positive that you can trust the recipient and are using an encrypted site or e-mail.

5. Be cautious of e-mails that claim to be a company with whom you do business. Credible companies will never ask you to provide financial information via e-mail.
6. Do not open any files attached to an e-mail if the subject line is questionable.
7. Save a back-up copy of your most important files, preferably in a separate location from your computer.
8. Do not open any files or attachments from an unknown, suspicious or untrustworthy source.
9. Delete chain and junk e-mails, otherwise known as spam.

If you need assistance protecting your computer, PenTeleData's Computer Patrol offers professional in-home services, including virus and spyware removal and protection, at an affordable price. In addition, they offer wireless networking, computer repair, training sessions and more. For more information, call them today at 1.877.610.9090 or visit their website at www.ptdpatrol.com.

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

Eat for Luck?

Traditional New Year foods are often chosen with the belief of bringing luck. Many cultures believe that anything shaped like a ring is good luck, because it symbolizes "coming full circle" by completing a year's cycle. For this reason, the Dutch eat donuts on New Year's Day for good fortune.

In some cultures, it is believed that traditions like sipping soup help to rid a grudge, throwing cake at the door will banish hunger from the home, and eating chocolate ensures wealth in the coming year.

Pork represents progressing into the new year with hopes for prosperity. Beans, mostly black-eyed peas, are thought to ensure prosperity, since they repre-

sent hard work and diligence. Cabbage (sauerkraut) represents luck.

In a few countries, when the clock strikes midnight the people eat 12 grapes - one for every stroke of the clock to represent each month in the year. Each grape is said to bring good luck in the new year.

No matter what you eat for luck on New Year's Day, we'd like to remind you of our favorite tradition. Just pick up the telephone and wish someone a Happy New Year!

Brain Teaser November 2007 Winner!

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

What goes on and on
with 'l' in the middle?
(hint: one word)

Answer: "onion"

Fun Facts

A bumble bee flaps its wings 160 beats per second.

A common housefly is faster—in one sense—than a jet airplane. The fly moves 300 times its body length in one second, while the jet, at the speed of sound, travels 100 times its body length in one second.

A cricket an inch long has a chirp that is audible for nearly a mile.

There are earthworms as short as one twenty-fifth of an inch and earthworms as long as 11 feet. The earthworm has no lungs; it breathes through its skin. Some earthworms have as many as ten hearts.

Insects do not have eyelids. Because of this, it is under debate whether or not they sleep.

Bumblebees live underground.

Most spiders have eight eyes. These are arranged on top and near the front of the head, usually in two rows of four each.

Only female bees work. Males remain in the hive, their only mission in life being to fertilize the queen bee on her maiden flight. After they have served their function, the males are not allowed back into the hive but are left outside, where they starve to death.

The animal with the largest brain in proportion to its size is the ant.

The caterpillar has more than 2,000 muscles.

DSL - Why choose Palmerton Telephone's DSL?

Why choose Palmerton Telephone DSL, Powered by PenTeleData? With so many choices, it can be difficult to decide which one is best. If you consider these Digital Subscriber Line (DSL) facts, we're sure it will make your decision much easier.

Reliability and Convenience

- DSL provides a constant connection to the Internet that is not affected by shared bandwidth.
- It's fast—DSL offers speeds up to 3 Mbps.
- Palmerton Telephone DSL customers receive PenTeleData Unleashed Wi-Fi Hot Spot Internet access FREE in any Unleashed hot spot location.
- With DSL, you can talk on the telephone and surf the Internet at the same time.
- Each account may have up to 5 E-mail-boxes with 50 MB of storage for each.

Affordability

- With five speed packages priced from \$19.95, we're sure to have one that meets your needs.

Easy Installation

- Since almost everyone has a telephone jack near their computer, there is no need

to run a new unsightly line. Our technician will install the modem – and for the month of January, we'll waive the installation fee. It doesn't get any easier than that!

Home Networking and Security

- With Palmerton Telephone DSL, you can network up to five computers on one connection.
- Unlike other providers, DSL is not a shared bandwidth.

Local Customer Service with Hometown Values

- If you ever have a problem, we are just a phone call away – or you can visit one of our local offices.
- Since we live in your community, we care about the same things that matter to you. Our children go to school together and we probably see you at the grocery store. Palmerton Telephone's employees are your neighbors, family and friends.

In summary, DSL from Palmerton Telephone can't be beat! If you have additional questions or concerns, please call us or stop in one of our offices - we'll be glad to help.

Can you beat this BRAIN TEASER?

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 **1/20/08**.

Good Luck!
Palmerton Telephone



Brain Teaser

I start in July and end in November. What's my name - can you decipher?