



Lifeline 135 and Link Up America

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)
- > Food stamps
- > 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 meet the qualifications, and would like to apply for Lifeline and Link Up America, contact our Business Office.

Phone Numbers

Customer Service
610-826-6650

Business Office
610-826-2115

Repair Service
610-826-3444

Gilbert Office
610-826-9321

INSIDE WIRE MAINTENANCE

Avoid a Costly Repair Bill!

There are many causes of unforeseen inside telephone wiring and jack problems, which can result in costly labor and material charges.

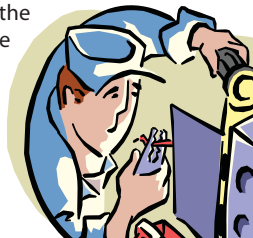
Don't be caught off guard. Instead, consider our Inside Wire Maintenance Program. For only 50 cents per month plus a small set-up fee, it covers the diagnosis and repair of the inside telephone wire and jacks that provide your dial tone service.

The only exclusions to repairs include telephones, telephone cords, Caller ID boxes and wiring between the phone jacks and telephone

equipment, although isolating a problem to one of these as part of our troubleshooting process is included at no charge.

Without the Inside Wire Maintenance Program, you are responsible for maintaining the telephone line, also known as "inside wiring", and the service jacks inside your home.

For more information or to sign-up, please call our Business Office.



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
Palmerston Telephone
has been serving the
area since 1900?

RELIABILITY – JOB ONE

A communications device that works only sometimes is worse than useless. Our goal is to provide you with trouble free, clear communications service whenever you need it. We start by only purchasing equipment from manufacturers who share that goal and promise us 99.999% reliability. Next, we back up critical systems with redundancy. Standby power, in the form of batteries, is provided at all of our installations. Standby generators, some of which can run for days, back up the batteries. All of this effort is expended to prevent problems from occurring with your service.

No matter what precautions a company takes to ensure continuous service to its customers, things happen. Storms and careless drivers can destroy cables and poles. Equipment, no matter how carefully manufactured and tested, can fail. To account for those eventualities, we have locally based personnel on duty or on call around the clock to respond to customer trouble reports.

Since we are a public utility, we are held to high standards of service by the regulators.

No more than 5.5% of our customers' lines may experience trouble in any one-month period. Since the establishment of these regulations, Palmerston Telephone has never even come close to that figure. On average, less than 1% of our customers' lines have had trouble reports in any given month. All this can get expensive, but we think your satisfaction and safety is worth the expense.

Our competitors are not held to these standards. Internet phone providers are at the mercy of countless carriers who may or may not subscribe to the same reliability standards as the traditional telephone companies. A recent proposal by the FCC to require all wireless carriers to provide an 8-hour backup power supply for all installations, (something we have routinely done for years), was met by loud howls of protest from the industry. It was something to do with it costing too much money.

Sincerely,

Tom Lager

General Manager
Palmerston Telephone Company

Ricotta Cheese Cake

Recipe June08

- > 1 box Duncan Hines Moist Yellow Cake Mix
- > 2 lbs. Ricotta Cheese
- > 3 eggs
- > 1 tsp. vanilla extract
- > 1 cup sugar
- > 1 (3oz) packet instant vanilla pudding
- > 1 (8oz) Cool Whip
- > 1 cup milk

Directions:

1. Prepare cake mix as per directions on the box. Pour into ungreased 9x13 pan.
2. Mix: Ricotta cheese, sugar, eggs & vanilla in large bowl. Beat until smooth.
3. Pour over cake batter and bake at 350 degrees for 1 to 1 1/2 hrs. Let cool.
4. Topping: Mix instant pudding with 1 cup of milk and beat until thick. Fold in Cool Whip. Spread over cooled cake.

The "How To" Corner

4-1-1 FOR DAD

Happy Father's Day, Dad! This year, don't be afraid to ask for directions – uh, that is, directory assistance. With Palmerston Telephone, it costs less, and from your own words of wisdom, "a penny saved is a penny earned."

That's right – directory assistance is available to Palmerston Telephone customers with no sign up fees and no monthly fees. Instead, at just 75 cents per call, it costs less than dialing than other directory assistance numbers.

In addition, optional Call Connect means that when you request a number from our 4-1-1 serv-

ice, you can have the operator connect you to that number, at the cost of 25 cents per minute. 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.

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

Telephone Book Reminder

Watch your mailbox - the New Palmerston Telephone Directory is on the way! As always, you can expect a variety of useful information, including a history on our company, helpful information about your telephone service, local and extended area telephone listings, and of course, the yellow pages.

Palmerston Telephone: PERSONAL EMERGENCY ALERT

Have you heard about the benefits of Palmerston 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 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 wristwatch 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.

Don't wait until something happens, subscribe to genuine peace of mind.
This exceptional service is as low as \$26.95 per month. For more information, please call our Customer Service Department at (610)826-6650.

Brain Teaser April 2008 Winner!

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

Buy, sell, rent, on TV
or black and white
print, I can even help
find you an occupa-
tion. What am I?

Answer: "classified"

Fun Facts

A woman's heart beats faster than a man's.

There are eight bones in a human wrist.

Fireflies like to light up together. Two fireflies found near each other will eventually start lighting up at the same time.

Martha Washington was referred to as "Lady Washington." Mary Todd Lincoln was the first presidential wife to be referred to as "The First Lady."

Emily Dickinson wrote more than 900 poems, of which only four were published during her lifetime.

Hostess Cupcakes and Twinkies are Interstate Brands Corp.'s two most popular snack items. Every year, Americans gobble half a billion of each.

In the adult human body, there are 46 miles of nerves.

Months that begin with a Sunday will always have a "Friday the 13th."

An alternative to the outdated slang expression "cat's pajamas" was "cat's meow." Both terms meant that some-one or something was wonderful or remarkable.

It is estimated that millions of trees in the world are accidentally planted by squirrels who bury nuts and then forget where they hid them.

Honeybees have hair on their eyes.

PhoneManager

Have you ever wished you could control outgoing telephone calls from your phone? You can! Simply sign up for PhoneManager from Palmerton Telephone.

PhoneManager not only lets you take control of all outgoing calls placed from your telephone, but it also gives you just the level of control you need or want. The types of calls that PhoneManager will allow you to restrict include:

- > TOLL CALLS
- > 900 NUMBER CALLS
- > INTERNATIONAL CALLS
- > ALL OUTGOING CALLS
- > CALLS TO SPECIFIC AREA CODES, EXCHANGES, AND TELEPHONE NUMBERS

YOU decide what types of outgoing calls to allow—it's ultimate control over your telephone service, with the ability to set exceptions to these rules.

It is also important to note that PhoneManager *never blocks calls to 911*, no matter what restrictions you have placed on your outgoing calls with PhoneManager.

Don't be surprised by costly phone bills - call Palmerton Telephone to order PhoneManager service today!

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 **6/20/08**.

Good Luck!
Palmerton Telephone



Brain Teaser

I start going and end up doing, finish everything, and conclude nothing.
 What am I?