

CUSTOMER CONNECTION



Call 811 Before YOU DIG!

MANY FAMILIES ARE PLANNING HOME IMPROVEMENTS THIS SPRING. IF YOU ARE ONE OF THEM, DON'T FORGET TO CALL 811 BEFORE YOU DIG, EVEN FOR A PROJECT AS SMALL AS PLANTING A TREE.

Digging without calling can disrupt service to an entire neighborhood or harm you and those around you, potentially resulting in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Getting your lines marked is quick and easy. When you dial 811, your call is forwarded to the One Call Center in your area for processing. Local One Call Center operators record the location of the dig and then notify the affected utility companies of your digging plans. Your utility companies then dispatch a professional locating crew to mark the approximate location of your lines within a few days. Knowing what's below will protect you, your family and your neighbors.

Here are some 811 tips, as provided by the Common Ground Alliance, to help with your home improvement projects:

- > Always call 811 before digging, regardless of the depth or familiarity with the property.
- > Tell neighbors, co-workers, family and friends about 811 if they discuss their plans for an outdoor home improvement project with you.
- > Plan ahead –You should be sure to call 811 a few days in advance of your scheduled dig to allow time for the request to be processed. Once your lines are marked, you will know their approximate location and you can dig safely.
- > Avoid starting projects until you're sure all lines are marked. Confirm that all lines have been marked by contacting your local one-call center.
- > Choose another location on the property for a project if the original planned site is near utility line markings.
- > If another location is not viable, respect the marks and avoid using mechanized digging equipment near them.
- > If a contractor has been hired, confirm that a call to 811 has been made. Don't allow work to begin if the lines aren't marked.

**REMEMBER, KNOW WHAT'S BELOW.
ALWAYS CALL BEFORE YOU DIG.**



SERVING THIS AREA SINCE 1900

From the Manager's Desk...

Dear Valued Customers,

If you use our Easy Pay option, which allows your monthly payment to be automatically deducted from a **checking or savings account**, we mailed you a letter in February. In case you missed it, we want you to know about a very important change to this option.

Effective April 15, 2018, all automatic payments will be withdrawn on the 15th of the month instead of the 20th of the month. If the 15th of the month falls on a bank holiday or weekend, the withdrawal will be on the next business day. If you agree to this change, no action is necessary. If this change is not convenient for you, you may opt out of using Easy Pay by contacting our office.

If you choose to end your automatic payments, you will have the option to pay with a check by mail; online with a credit card; or make a cash, check or credit card payment in our office.

Last, but certainly not least, thank you for choosing Palmerton Telephone Company. As always, if you have questions about your telephone service, you are welcome to call or stop in for assistance.

Sincerely,

Tim Hausman

General Manager,
Palmerton Telephone

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

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

NOTICE:

Palmerton Telephone Company charges a fee of \$20.00 for returned checks.

APRIL 2018 RECIPE

Easter Breakfast Casserole

Ingredients:

- > 1-pound bacon
- > 1/4 cup diced onion
- > 1/4 cup diced green bell pepper
- > 3 cups shredded Cheddar cheese
- > 8 eggs
- > 2 cups milk
- > 1 (16 ounce) package frozen hash brown potatoes, thawed

Directions:

Preheat oven to 350 degrees F (175 degrees C). Lightly grease a 7x11 inch casserole dish.

Fry the bacon in a large, deep skillet over medium-high heat until evenly browned, about 10 minutes. Drain on a paper towel-lined plate. Crumble.

In a large bowl beat together eggs and milk. Mix in cheese, bacon, onion and green pepper. Stir in the thawed hash browns. Pour mixture into prepared casserole.

Cover with aluminum foil and bake in preheated oven for 45 minutes. Uncover and bake for another 30 minutes until eggs have set.

Featured Feature Unified Messaging

Would You Like to be a Multi-Task Master?

WITH UNIFIED MESSAGING FROM PALMERTON TELEPHONE, YOU CAN!

Unified Messaging sends your Voice Mail messages to your e-mail address, where they appear as a .wav file. That way, all messages are stored in one place, and you have the choice of listening to Voice Mails with either your telephone or your computer.

This great service is available as a FREE feature to all Palmerton Telephone Voice Mail customers, so call today to add Voice mail with Unified Messaging to your phone line.

What is Copyright Infringement?

Would you walk out of a store with a DVD or CD you didn't purchase?

Probably not, since that would be theft. Stealing a movie or music from any online source is much the same. Copyright protects the value of creative work, and any unauthorized reproduction or distribution is breaking the law.

Our partner, PenTeleData, receives notification of copyright infringements on a regular basis and they are required to follow-up on each occurrence. It's a time consuming process, and most often, the response from our customers is the same: "I didn't know that I had done something wrong." Still, it's an age-old crime: stealing. When using the Internet, there isn't a warning that tells you that your actions are illegal, but the law still applies. Federal law allows for severe penalties. Many of the thousands of reports they receive end in an agreement for payment of copyrighted material.

Fortunately, knowledge is power and the following information can save you from committing a crime:

- > Copyright law protects literary works, paintings, photographs, drawings, films, music, choreography, sculptures and many other things. (Basically, if someone created it, they deserve the credit and proceeds.)
- > If you copy or distribute copyrighted work, you can be prosecuted in criminal court and/or sued for damages in civil court.
- > It is illegal to download unauthorized copies of any copyrighted material – even if you don't intend on sharing it or passing it along to others.
- > Peer-to-Peer networks allow Internet users to link their computers with other computers around the world. If you allow a file-sharing network to use part of your computer's hard drive to store copyrighted material that anyone can access and download, it's illegal. File

Lower Telephone Service Rates Available for Low-Income Customers

Palmerton Telephone offers a program to help our low income residential customers keep their telephone service. This Federal program is called Lifeline. If you are a low-income residential customer, you may qualify. Please refer to the insert with this month's bill for details.

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

Brain Teaser February 2018 Winner

Congratulations to **Paul Svetik of Palmerton, Pa.** Paul was the winner of a \$25 Gift Card to Claude's Creamery in Palmerton, Pa.

What do you call two birds in love?

Answer: Tweet Hearts

Sharing is the distribution of data (documents, music, videos, images, e-books or any other digitally stored information) through the use of a peer-to-peer network, email, etc.

- > Torrent or bit torrent is very similar to other P2P programs. Torrents integrate themselves into your web browser (example: Internet Explorer, Firefox, Safari etc.) and create a new file type ".tor" (abbreviated for torrent) within the Windows operating system, similar for the Macintosh operating system. When finding a file that you wish to download, the download will initially start as a small file but then builds itself from other users around the globe until your download is complete. While you are downloading, other users begin to connect to you and get file chunks from you. This is still copyright infringement!
- > Parents: Make sure that each member understands that copyright infringement is a serious matter. As the owner of the Internet account, you are responsible for the illegal activity of anyone who uses your Internet service.

April 2018 Product Feature

Personal Emergency Alert

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

When it comes to the safety of anyone who is at risk of losing their independence, spending long periods of time alone, or recovering from surgery, we offer a service that may provide some peace of mind. Our 24-Hour a day emergency response service can help maintain or regain the independence many take for granted.

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.

What makes our alert service different from others?

Our operators are local. They live, work and are actively involved in the Palmerton community, so when an emergency does arise, simply put, they care. They are ready to take immediate action when you need it the most.

Don't wait until something happens, subscribe to genuine peace of mind.

This exceptional service is as low as \$19.95 per month and if you call to order by April 30, 2018, you'll receive the alarm unit at a reduced price of just \$99.95 with a one-year commitment. For more information, please call our Customer Service Department at (610)826-6650.

Brain Teaser

Palmerton Telephone is giving away your choice of \$25 Gift Card to Claude's Creamery or Computer Patrol "The Store", both in Palmerton, 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 **4/20/18**.

Good Luck! Palmerton Telephone

What's the best day of the year to monkey around with your friends?

FUN FACTS

The rings of blue, black, yellow, red and green, which make up one of the most recognized symbols in the world, traditionally represent the five different areas of the world involved in the Olympics (North and South America are considered one area, along with Africa, Australia, Asia and Europe).

Earth is by far the most dynamic planet when seen from space. Mars: red-orange; this color comes from rusty rocks on the surface since the clouds are rare and thin. Jupiter: has orange and white bands; the white bands are colored by ammonia clouds, while the orange comes from ammonium hydrosulfide clouds.

Popcorn is a special kind of corn. Of all the types of corn, popcorn is the only variety that pops. Inside each kernel of popcorn is a tiny droplet of water surrounded by a hard shell called a hull. As the popcorn is heated, the water turns into steam, which builds pressure inside the kernel.

A strawberry is not an actual berry, but a banana is. By technical definition, a berry is a fleshy fruit produced from a single seed. The strawberry, however has its dry, yellow "seeds" on the outside (each of which is actually considered a separate fruit).

According to Herodotus, the Lydians were the first people to introduce the use of gold and silver coins. It is thought by modern scholars that these first stamped coins were minted around 650-600 BC. The system of commodity money eventually evolved into a system of representative money.

It is the impurities in gemstones which give them their color.

As a child, Queen Victoria was trained to keep her chin up. A sprig of holly was placed beneath her collar.