

# CUSTOMER CONNECTION



## Our Billing Conversion has been **POSTPONED!**

**Due to unforeseen circumstances, we have postponed our billing conversion. We will announce a new transition date when it is decided.**

For now, there will be no changes to our billing processes. If you have updated your automatic payment information, we will hold onto that form until the conversion is complete. No additional action is necessary.

In addition, we are now able to process payments as usual. The December to January "blackout" period we had reserved for the conversion will not be needed at this time.

*Thank you for your patience and continued support.*

**SERVING THIS AREA SINCE 1900**

**465 Delaware Avenue • Palmerton, PA 18071 • [www.ptelco.com](http://www.ptelco.com)**

**Customer Service: 610-826-6650**  
**Business Office: 610-826-2115**  
**Repair Service: 610-826-3444**  
**Gilbert Office: 610-826-9321**

# From the Manager's Desk...

Dear Valued Customers,

Happy New Year! At the time of this writing, Thanksgiving dinner has come and gone, and while I am still feeling full from yesterday's meal, I am reminded of the people and things that I am always grateful to have. One of those is you, our customers. At Palmerton Telephone, we have made a commitment to provide affordable and reliable phone service. That's a promise I take very seriously.

Our service area covers 100 square miles, including 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 hundreds of miles of copper telephone cables, both aerial and underground—plus additional 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. Therefore, in case of a malfunction or weather-related disruption, we have plans in place for outages, including batteries, standby generators and local technicians on hand to respond quickly.

As always, if you have questions about your telephone service, you are welcome to call 610-826-6650 or stop in our Business Office for assistance.

Thank you for choosing Palmerton Telephone Company.

Sincerely,

*Tim Hausman*

General Manager,  
Palmerton Telephone

465 Delaware Avenue  
Palmerton, PA 18071  
[www.ptelco.com](http://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.

## JANUARY 2018 RECIPE

### Pork Roast and Sauerkraut

#### Ingredients:

- > 1 tablespoon bacon drippings
- > 1 cup minced onion
- > 1 large red apple, diced
- > 1 teaspoon caraway seeds
- > 2 pounds sauerkraut, drained and rinsed
- > 1/2 cup dry white wine
- > 1/2 cup chicken stock
- > 2 tablespoons brown sugar
- > 2 pounds boneless pork loin roast
- > 1 pound kielbasa sausage, cut into 3-inch pieces

#### Directions:

Heat bacon drippings in a Dutch oven over medium heat. Cook and stir onion in hot drippings until soft and translucent, about 5 minutes. Stir diced apple and caraway seeds with the onion and cook until apple is just tender, about 3 minutes more. Add sauerkraut and stir.

Stir white wine, chicken stock, and brown sugar together in a bowl; pour over the sauerkraut mixture.

Put pork roast into the bottom of the crock of your slow cooker. Pour sauerkraut mixture over the pork.

Cook on Low until the pork easily falls apart when pulled with a fork, 6 to 8 hours; add kielbasa sausage pieces and continue to cook until the sausage is heated through, 15 to 20 minutes more.

# Featured Feature Answering Service

## Good Customer Service Even When YOU are Not Available: PALMERTON TELEPHONE ANSWERING SERVICE

**IT'S TRUE.** When a customer or patient needs you, they expect you to be available right away. If they can't, they may get frustrated and call a competitor instead. Palmerton Telephone can help. Whether you are a doctor, a veterinarian, a funeral home or any other service-oriented provider, let our 24/7 operators be your office assistant. It's a cost-effective way to remain accessible, without providing your personal information to patients or customers. With multiple levels of service, we offer a variety of options, customizable to meet your individual businesses' needs.

This is a service we've offered for many years, although we haven't spent a lot of money on marketing it. Quite honestly, we haven't needed to, because it practically sells itself. We're a telephone company and we already have professional and experienced operators who are available 24 hours a day, seven days a week, every day of the year. We're also local, not hundreds or thousands of miles away, but right here in Palmerton. (How's that for peace of mind?) We'll even screen your calls. Just tell us what questions to ask to qualify what is an urgent situation and we won't wake you at 2 AM unless it's necessary. We can contact you via email, phone or via text message to a cell phone - it's your choice.

**Are you ready to reduce your company's overhead expenses and reduce the risk of losing a customer? If so, call our Business Office at 610.826.6650.**

## What is Included with Your Palmerton Telephone Service?

Your basic single-party residential telephone service **includes dial tone, unlimited local calling, Call Forwarding, Three-Way Calling, Call Waiting, and Speed Dialing.** If you're not familiar with these features, perhaps this will help:

**Call Forwarding** - This service allows the programming of an access line to automatically switch incoming calls to another number. Toll rates apply if calls are forwarded to numbers outside the local calling area.

**Call Waiting** - This service allows a subscriber using the phone to be alerted to an incoming call and will be able to switch between the two (2) calls. A deactivation feature allows Call Waiting subscribers to deactivate Call Waiting by dialing a special code. The Call Waiting feature will automatically be reactivated when the call is terminated.

**3-Way Calling** - With this service, a three-way conversation can be arranged by simply dialing the numbers. 3-Way Calling may also be used by a Customer who has Call Waiting to deactivate Call Waiting during a call.

**Speed Dialing** - This service lets you call frequently called numbers by dialing one or two digits. Speed calling is available in either 8 or 30 number capacities. These numbers can be either local or long distance.

**To learn more, please visit our website at [www.ptelco.com](http://www.ptelco.com) or call us at 610-826-6650.**

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

## Brain Teaser November 2017 Winner

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

What should you wear to Thanksgiving dinner?

Answer: a Har-vest

## FUN FACTS

# Historical Tidbit

**A RED "BUTTINSKY" HANGS FROM ONE TELEPHONE POLE IN THE CLAUDE E. REINHARD TELEPHONE MUSEUM** to demonstrate the tool that a phone lineman could use to test a phone line. With it, a repairman could literally butt in on a phone call to troubleshoot a problem with the line.



The average Game of Thrones episode costs \$6 million to make. That's two to three times what a typical network or cable show costs per episode (Breaking Bad episodes cost around \$3 million, early Big Bang Theory cost \$2 million).

Interestingly, there is also a lot of oxygen on Venus and Mars, which is perhaps not surprising, since they are the closest planets to Earth and probably formed in similar conditions. In their cases, however, most of the oxygen is there in the form of carbon dioxide.

S.S. stands for Sailing Ship, which even though she had 2 diesel engines, she still qualifies as a sailing ship because she is equipped with sails. U.S.S. is what we are accustomed to, HMS as well. According to experts it short for "Steam Ship."

Fireworks are made to burst at different heights. This depends on the size of the shell and how the fireworks are packed. - 3 to 4 inch shells travel to about 300 - 400 feet. - 10 - 12 inch shells travel 1000 - 1300 feet.

Polar bears live in the Arctic in areas where they can hunt seals at openings in the sea ice called leads. There are five nations with polar bears: U.S. (Alaska), Canada, Russia, Greenland, and Norway. Polar bears do not live in Antarctica. Penguins do.

Cats have scent glands along the tail, on each side of their head, on their lips, base of their tail, chin, near their sex organs, and between their front paws. They use these glands to scent mark their territory. When the cat rubs you, he is marking you with his scent, claiming you as "his."

Salt and sodium are not the same thing. "Salt" is the term commonly used for sodium chloride (NaCl) which is table salt. Sodium chloride is just 40% sodium and 60% chloride. One teaspoon of table salt contains 2,325 mg of sodium.

## 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](mailto: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 **1/20/18**.

**Good Luck! Palmerton Telephone**

A man pushes his car to a hotel and tells its owner that he is bankrupt. Why?