

CUSTOMER CONNECTION



Start the New Year with Some Online Security Tips

The New Year often resembles new beginnings. It's also a good time to brush up on some security tips for using the Internet. Many people choose to believe that attacks would never happen to them, but they can, and likely will. Failing to be cautious is like leaving the front door to your home wide open and assuming that a criminal would never walk in to pay a visit.

Here's some help with terms and definitions to help, even if you're not the family tech whiz.

Phishing

It's important for anyone who uses the Internet to know how to avoid getting "reeled in" by online criminals. Phishers are often the originators of spam e-mail messages—especially the ones that mention a problem with an account and ask for personal information to deal with some urgent issue. If you receive an e-mail like this, attempt to confirm the validity of the message. You can do this by picking up the telephone and calling the organization or business in question or by visiting their official website. DO NOT click any links in the questionable email message and DO NOT give the sender of the message any personal information.

Password managers

A password manager is a software application or hardware device that is used to store and manage a person's passwords. Typically, all passwords are stored encrypted (hidden), requiring the user to create a master password to access all the others.

Updates/Patching

A patch or update is a set of software changes that are designed to update a computer program to improve it or fix a problem. Since these are often intended to fix features that are not working as intended or to add security enhancement, it is very important to keep these current.

Two factor authentication

Two-factor authentication, or 2FA as it's commonly abbreviated, adds an extra step to your basic log-in procedure. Without 2FA, you enter in your username and password, and then you're done. The password is your single factor of authentication. Using the second factor makes your account more secure. This may be a PIN, a password, a fingerprint or another identifying factor.

Social Media

Facebook, Twitter, Instagram, Snapchat...they're all very popular. After all, it's sometimes fun to see everyone's pictures, opinions, activities, and more. It can even be great for keeping in touch with extended family or old high school friends. Still, it's a double edged sword, so there are a few factors to keep in mind regarding privacy and safety.

One thing to consider is that most of these social media platforms are free. This is possible because YOU, the user, are their product. Social media providers may offer networking opportunities, but in turn, you are sharing your viewing habits, contact lists, and more. This can be filtered to determine what you should or should not see, including political opinion or articles promoted by advertisers who want access to you. They can even use your information to sell your habits, views, shopping detail, etc. to others who can also use this information for profit. Every company that advertises online is interested in knowing what sites you visit, what you buy, who you're friends with on social networks, what you like and more. By gathering information about your online activities they can serve you targeted ads that are more likely to entice you to buy something.

You can limit *some* of your information by utilizing the privacy setting options and limiting the information you share. It is also important to know your followers or "friends". Decide whether you are comfortable with those people having access to your information and photos.

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SERVING THIS AREA SINCE 1900

From the Manager's Desk...

Dear Valued Customer,

Happy New Year! Along with new beginnings, January and February are often some of the worst for winter weather. That's why we have plans in place for outages, including batteries, standby generators and local technicians to respond quickly. In addition, we work all year to maintain the aerial and underground cables and many poles in over 100 square miles of Carbon and Monroe Counties that make up the Palmerton Telephone network. We know that you rely on your telephone and DSL services and we do all that we can to keep them up and running, even when Mother Nature makes a visit.

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.

Best Regards,

Tim Hausman

General Manager,
Palmerton Telephone

Start the New Year with Some Online Security Tips (cont.)

Virus and Malware Protection

A virus is a very small computer program capable of embedding itself into files and/or computer programs. There are several types of viruses, some are very simple but yet annoying, while other, more advanced viruses will attempt to crack passwords, spam a network generating thousands of emails, install key loggers, etc. If you are on a network and you open an unsafe attachment, there is a very good chance that you are transmitting the virus throughout the network. Malware is an umbrella term that can describe a variety of malicious software, including Trojans, spyware, worms, adware, ransomware, and viruses. So, all viruses are malware, but not all malware are viruses.

How do you protect your computer from malware (including viruses)? There are several software options on the market, but most carry all the same benefits. Most experts recommend a layered approach. It's best to choose a program that protects against all threats, rather than just one.

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.

JANUARY 2019 RECIPE

Nathaniel Irish Onion & Stout Soup

(great hearty soup for fall harvest time!)

Ingredients:

- > 3 Tbsp. butter
- > 2-3 Tbsp. flour
- > 3-4 large onions peeled, halved, and sliced
- > 2 cloves garlic minced
- > 1 Tbsp. brown sugar
- > 1 tsp. parsley
- > 1/2 tsp. thyme (important)
- > 1 bay leaf (optional)
- > 2 cans good beef stock
- > 1 bottle Murphy's Stout (or dark beer)
- > salt/pepper
- > Garlic Croutons & Irish Cheddar - grated

Directions:

Saute onions and garlic in butter then add sugar to caramelize for about 10-15 minutes. Add flour and stir 2-3 minutes. Add seasonings, stock, and stout. Boil. Cover and simmer on low heat about 30 minutes. Take out bay leaf. Ladle hot soup in bowls and top with a few croutons and grated cheddar. Let melt and serve. (Croutons can be made by sauteing french bread cubes in some butter. Sprinkle with garlic powder & Parmesan cheese near end of saute.)

Featured Feature Inside Wire Maintenance

What Can You Get for 50¢?

A cup of coffee? No.

A soda? No.

A pack of gum? No.

A candy bar? No.

Lunch? No way!

Inside Wire Maintenance? **YES!**

What is Inside Wire Maintenance?

Inside Wire Maintenance is a monthly agreement between you and Palmerton Telephone that if something ever goes wrong with the telephone wiring inside your home, we will come out and perform the necessary repairs free of charge.

Why should you have an inside wiring maintenance agreement with Palmerton Telephone?

Imagine what a wiring problem might cost if you should ever have one—without the maintenance program, it could add up to quite a bit—even hundreds of dollars. Inside wiring problems do crop up from time to time—lines may become damaged and degrade your telephone service. Without an inside wiring maintenance agreement from Palmerton Telephone, you may find yourself paying more than you expected to repair the problem.

For just 50¢ per month you can rest assured that if there is ever a problem with your telephone service that is due to a problem with your inside wiring, Palmerton Telephone will come to your home and complete the repairs for free!

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

Brain Teaser November 2018 Winner

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

A sundial has the fewest moving parts of any timepiece. Which has the most?

Answer: An hourglass
(It has thousands of grains of sand)

We're Already Planning Our 2019 Telephone Directory!

We're working on the new directory, which will be distributed this summer, but the deadline for revisions in our telephone book listing is quickly approaching. Please contact us by March 1, 2019 to make any name changes. This includes residential customers who would like to make a name change, add a spouse's name or revise a listing type (published or unpublished).

January 2019 Product Feature

DSL

Are YOU a Palmerton Telephone DSL Customer?

If not, then maybe you should be! If you aren't familiar with DSL, it's an "always-on" connection to the Internet. DSL stands for Digital Subscriber Line. It provides high speed and secure Internet connectivity over existing copper telephone wires, without interrupting your regular telephone service.

You already trust us with your landline telephone service, so why not DSL too?

We offer DSL packages as low as **\$19.95 a month**, speeds **up to 10 Mbps**, **five e-mailboxes per customer** with 2 GB of storage per mailbox and **FREE access to any PenTeleData Unleashed Wi-Fi Hot Spot location**.

Why choose Palmerton Telephone over another provider?

Some Internet companies advertise speeds that aren't quite what you receive. We don't. In fact, we test every DSL connection on-site to make sure that the speed package you choose is actually available to your home or business. If it's not, we'll change your package to a lower priced one that represents the actual speed that is available. (Although your speed will only be as fast as the slowest connection – website variables are beyond our control.)

Are you a Val-YOU Package customer? If so, you'll automatically save \$10/month Accelerate 5.0 or Accelerate 10.0 plans! (Please note: Customers who do not have phone service from Palmerton Telephone pay an additional \$10/month.)

Interested in adding DSL? Call us to add service by January 31, 2019 to receive a free modem and free installation.

Brain Teaser

Palmerton Telephone is giving away a \$25 Gift Card to Claude's Creamery 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 **1/20/19**.

Good Luck! Palmerton Telephone

Your parents have six sons including you and each son has one sister. How many people are in the family?

FUN FACTS

Big Ben is the nickname for the Great Bell of the clock at the north end of the Palace of Westminster in London, and often extended to refer to the clock and the clock tower.

Tic Tac mints do contain sugar as listed in the ingredient statement. However, since the amount of sugar per serving (1 mint) is less than 0.5 grams, FDA labeling requirements permit the Nutrition Facts to state that there are 0 grams of sugar per serving.

To date, 450+ million SSNs have been issued, but with just under 1 billion possible number combinations, there has never been a need to recycle numbers, and the SSA notes that it does "not reassign a Social Security number (SSN) after the number holder's death."

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.

Adding ICE ("In Case of Emergency") to your phone is a clever means by which emergency personnel can locate your next of kin when something goes wrong.

According to a tradition believed to have been derived from the Romans, the wedding ring is worn on the left hand ring finger because there was thought to be a vein in the finger, referred to as the 'Vena Amoris' or the 'Vein of Love' said to be directly connected to the heart.

The Golden Gate Bridge's clearance above high water averages 220 feet (67 m) while its towers, at 746 feet (227 m) above the water, were the world's tallest on a suspension bridge until 1998 when bridges in Denmark and Japan were completed.