

CUSTOMER CONNECTION



Call 4-1-1 for Directory Assistance

When you need directory assistance, it's best to use 4-1-1. Why? Because, 4-1-1 can get you the same information as dialing the other directory assistance numbers and it costs less.

What makes 4-1-1 service from Palmerton Telephone so much better?

Aside from being much less expensive, 4-1-1 from Palmerton Telephone is available to anyone with no sign up fees, no monthly fees, no registration fees and no commitment of any kind.

We also offer Optional Call Connect, which means that when you request a number from our 4-1-1 service, you can have the operator connect you to that number. Optional Call Connect costs 25 cents per minute, so 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 Palmerton 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. Please note that we cannot provide information for unlisted numbers. This service is provided by Palmerton Telephone for Palmerton Telephone customers and can only provide numbers within our coverage area.

Our New Telephone Directories are Now Available!

Our new telephone directories have arrived and if you haven't already received your copy, it will soon be on the way! No, it's not the one you may have found thrown in your driveway or front walk; ours are delivered via the United States Postal Service. In fact, we think the book is so important that our employees personally deliver to some of our larger business customers.

Be assured that we work right until the last minute to be certain the listings are as up-to-date as possible. The directory also

serves as a wealth of information for more than just telephone numbers, including details about our optional services, a list of our local calling areas (where you can call without a toll charge), zip codes, a local history article, details about your rights and responsibilities as a phone customer, emergency information, instructions for our optional features, and much more!

Don't forget, our 2018 directory listings are also available online at www.ptelco.com/directory.

SERVING THIS AREA SINCE 1900

465 Delaware Avenue • Palmerton, PA 18071 • 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,

Prank phone calls have been around for years and are usually harmless. Still, there's another kind of call that is more concerning. Perhaps you've received calls from someone claiming to be your bank, electric company, or anyone else you would typically trust. These calls happen often and can cause several problems. In most cases, it's a social engineering tactic. Social engineering is basically the "art" of getting people to drop their guard and reveal answers to questions that they'd usually refuse. An attacker uses human interaction, that is, their social skills, to obtain information. Although the person may seem unassuming and respectable, they may be able to gather enough details to steal an identity, access bank accounts, enter your home or workplace, or many other devastating scenarios.

Be very leery of unsolicited phone calls, visits, or e-mail messages that request any type of personal or confidential information. Even if someone seems to know about you, your family or your employer, they could have obtained those details from a social networking site. For example, did someone post vacation pictures, the results of a ball game, or your spouse's name on the Internet? Criminals can use small details to make you believe they can be trusted. Please don't fall for their scams.

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

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.

JUNE 2018 RECIPE

Honey Chicken Kabobs

Ingredients:

- > 1/4 cup vegetable oil
- > 1/3 cup honey
- > 1/3 cup soy sauce
- > 1/4 teaspoon ground black pepper
- > 8 skinless, boneless chicken breast halves - cut into 1 inch cubes
- > 2 cloves garlic
- > 5 small onions, cut into 2 inch pieces
- > 2 red bell peppers, cut into 2 inch pieces
- > Skewers
- > White Onion, Large

Directions:

In a large bowl, whisk together oil, honey, soy sauce, and pepper. Before adding chicken, reserve a small amount of marinade to brush onto kabobs while cooking. Place the chicken, garlic, onions and peppers in the bowl, and marinate in the refrigerator at least 2 hours (the longer the better).

Preheat the grill for high heat.

Drain marinade from the chicken and vegetables, and discard marinade. Thread chicken and vegetables alternately onto the skewers.

Lightly oil the grill grate. Place the skewers on the grill. Cook for 12 to 15 minutes, until chicken juices run clear. Turn and brush with reserved marinade frequently.

Featured Feature Inside Wire Maintenance

What is Inside Wire Maintenance?

Inside Wire Maintenance is an *optional* monthly agreement between you and Palmerton Telephone. It states 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.

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! For more information, call us today.

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

Brain Teaser April 2018 Winner

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

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

Answer: April Fool's Day, of course

Abbreviated Dialing Codes

Three numbers are easier to remember than seven or ten. That's why the Federal Communication Commission created abbreviated dialing codes.

You've probably heard of the most obvious N11 codes. They enable callers to connect to a location in the phone network that otherwise would be accessible only as a seven or ten-digit telephone number. Among abbreviated dialing arrangements, "N11" codes are three-digit codes of which the first digit can be any digit other than 1 or 0, and the last two digits are both one. N11 codes "011" and "111" are unavailable because "0" and "1" are used by telephone companies for switching and routing purposes.

Here are the available codes in our area:

211 is a statewide program led by United Way of Pennsylvania that serves as a resource for help with food, housing, employment, health care, counseling and more.

411 is the number for directory assistance.

511 is Pennsylvania's official travel information service. It provides travelers with reliable, current traffic and weather information, as well as links to other transportation services.

711 is the nationwide access number for Telecom Relay Services. This service works by connecting calls between persons with speech disorders or persons who are deaf or hard of hearing using a text telephone (TTY) and a hearing person using a regular telephone.

811 is the number to Call Before You Dig. By providing where you're planning to dig, your affected local utilities companies will be notified and will send a locator to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below to dig safely.

911 is the universal number for all emergency services.

June 2018 Product Feature

RoboBLOCK

THERE'S SOMETHING MOST OF US WILL AGREE UPON: ROBOCALLS ARE A NUISANCE. DESPITE FCC AND OTHER EXISTING PROTECTIONS TO HELP CONSUMERS AVOID UNWANTED NUISANCE CALLS, THERE ARE STILL AN UNACCEPTABLY HIGH VOLUME THAT OCCUR.

One type of call, a spoofed robocall, utilizes a fake Caller ID display to hide the caller's true identity. This trick, known as spoofing, helps robocallers get around the Do Not Call registry, which allows consumers to block calls from telemarketers. Scammers have also used spoofing to trick people into thinking a call is coming from the IRS, a bill collector, or other important matter.

The FCC passed a new rule that allows phone companies to block robocallers who use fake Caller ID numbers and authorizes phone carriers to continue to block calls upon the request of the subscriber. Best of all, RoboBlock is only \$1 per month! Call us today to add this great feature to your telephone service.



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 **6/20/18**.

Good Luck! Palmerton Telephone

In the dark they are found
without being fetched, in
the light they are lost
without being stolen.
What are they?

FUN FACTS

An elephant's trunk is not only long, it is packed with five times more smell receptors than humans. And now research has found that African elephants have the greatest sense of smell among mammals - even beating dogs including the bloodhound renowned for its sniffing ability.

Regardless of your view, here's the order of the eight larger planets, starting nearest the sun and working outward through the solar system: Mercury, Venus, Earth, Mars, Jupiter, Saturn, Uranus, Neptune.

Originally, purple carrots were the norm, but there were some offshoots. Yellow and white ones appeared in the wild. Over time, 17th-century Dutch carrot growers managed to cultivate these yellow and white carrots into the orange ones we're familiar with today.

While most turtles have webbed feet, some, such as the pig-nosed turtle, have true flippers, with the digits being fused into paddles and the claws being relatively small. These species swim in the same way as sea turtles do. Sea turtles are almost entirely aquatic and have flippers instead of feet.

U.S. nuclear-powered submarines can go faster than 25 knots (nautical miles per hour) underwater, which is approximately 29 miles per hour or 46 kilometers per hour.

Turtles can breathe through their rear-ends.

The sound of thunder travels about 1,100 feet per second.

The great horned owl can turn its head 270 degrees.

The hair on a polar bear isn't white, it's transparent.