

CUSTOMER CONNECTION



Don't Become the Victim OF A SCAM...

You've probably received a telephone call similar to this at least one time:

"I'm calling from (insert well-known software company here - commonly portrayed as Microsoft or Apple). Your computer has a virus, just log in right now and follow my instructions to fix it."

Or maybe it was an email that read something like this: *"You are entitled to a large medical malpractice settlement."* or *"Congratulations! You've won a dream vacation. Just send us \$300 to cover the taxes."*

Whether it's a phone call, an email or a good old fashioned letter in the mail, scams are abundant, so it's important to understand what it is and how to avoid becoming a victim.

Scammers use social engineering, which is basically the "art" of getting people to drop their guard and reveal answers to questions that they'd usually refuse. 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, gain access to your computer, or many other devastating scenarios.

Here's what you can do to protect yourself:

- > **Be very leery of unsolicited phone calls, visits, or email 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? Criminals can use small details to make you believe they are safe.
- > Do not give sensitive information to anyone unless you are sure that they are indeed who they claim to be and that they should have access to the information. NEVER share passwords, Personal Identification Numbers (PIN) or access codes.
- > No matter who you are dealing with (even your bank, utility providers, etc.) you should never, for any reason, include personal or financial details like account numbers, login names, passwords, or social security numbers in an email. In addition, unless a hyperlink is clearly written or stated do not click the link in the email. In other words, if no address is listed but rather a click here option, do not open the link. Also, if you are not 100% familiar with any address given in any email, do not open the link.
- > Do not provide information about your employer, including its employees or networks, unless you are certain of a person's authority to have the information.
- > Do not reveal personal or financial information in email and do not respond to email solicitations.
- > Do not send sensitive information over the Internet before confirming the website's security.
- > If you are unsure whether an email request is legitimate, try to verify it by contacting the company directly. Do not use contact information provided on a website connected to the request; instead, check your previous statements for contact information.

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,

Are you tired of nuisance telephone calls? One type of call, a spoofed robo-call, 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. Scammers have also used spoofing to trick people into thinking a call is coming from the IRS, a bill collector, or other important matter.

Would you like to reduce the number of Robocalls you receive? We can help. RoboBlock is a great feature to add to your telephone service and is only \$1.00 per month. Just call our office if you'd like to add it.

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 to see us for assistance.

Sincerely,

Tim Hausman

General Manager,
Palmerton Telephone

Important Alert for Our Customers Who Make Automatic Credit Card Payments!

If you pay your Palmerton Telephone bill with automatic credit card withdrawals, **this withdrawal will occur even if you make an earlier payment to your account.** In other words, if you pay ahead of time with another payment method, your account will have duplicate payments during the same month. Please be careful not to make additional payments unless you intend to have a credit on your account.

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.

MAY 2018 RECIPE

Old Bay Crab Cakes

Ingredients:

- > 2 slices dried bread, crusts removed
- > 1 Tbs. milk
- > 1 tablespoon mayonnaise
- > 1 tablespoon Worcestershire sauce
- > 1 tablespoon parsley flakes
- > 1 tablespoon baking powder
- > 1 teaspoon Old Bay Seasoning
- > 1/4 teaspoon salt
- > 1 egg, beaten
- > 1 pound lump crabmeat
- > vegetable oil

Directions:

In a large bowl, break bread into small pieces. Moisten with milk.

Add mayo, Worcestershire sauce, parsley, baking powder, Old Bay, salt, egg and crabmeat. Mix lightly and shape into 4 patties. Refrigerate patties 30 minutes to help keep them stay formed when cooking.

Fill your frying pan with about 1/4" vegetable oil. Over medium-high heat, fry until golden-brown on both sides. I usually flip every 1 minute to avoid over frying.

Featured Feature E-Bill - Online Bill Pay

You Can Receive Your Monthly Billing Statement in an E-mail! E-Bill, our paperless billing option, is free and easy.

WHY IS IT RIGHT FOR YOU?

- > There are no checks to write and no postage fees.
- > It's environmentally friendly. Using E-bill reduces the demand for paper and helps reduce waste.
- > It offers greater organization. Instead of a stack of bills on your desk, your bill is available online.
- > It's convenient. You can access and pay your bill online from anywhere with secure Internet access.

For added convenience, consider Easy Pay, which allows your monthly payment to be automatically deducted from your checking or savings account. (And your bill will always be paid on time!)

TO ENROLL, STOP BY OUR OFFICE, CALL US AT 610-826-6650 OR VISIT US ONLINE AT WWW.PTELCO.COM/EBILL AND WWW.PTELCO.COM/EASYPAY.

It's Almost Time for the 2018 Palmerton Telephone Directory!

We're looking forward to summer because our latest release of our annual telephone directory arrives at the homes and businesses of our customers.

It will include helpful information about your telephone service, local and extended area telephone listings, and of course, the yellow pages. In addition, community pages will include a history article about the History of Aquashicola and Lower Towamensing Area.

Do YOU Have Any Questions about Your New Bill?

If you are reading this newsletter, you've probably just received your second bill since our recent conversion. Although the changes aren't too drastic, we know you may have some questions. If you do, please call or stop by our office. We'll be glad to help.

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

Brain Teaser March 2018 Winner

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

Two girls were born to the same mother, on the same day, at the same time, in the same month, and year and yet they are not twins. How can this be?

Answer: The two girls are two of a set of triplets



May 2018 Product Feature

DSL

DID YOU KNOW THAT PALMERTON TELEPHONE OFFERS INTERNET SERVICE?

Our 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? Already have Palmerton Telephone DSL?
Call by May 31, 2018 to add service or upgrade your speed package and pay
just \$19.95/month for the first three months of your new DSL speed.
New DSL customers will also receive free installation.*

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 **5/20/18**.

Good Luck! Palmerton Telephone

A boy is walking down the road with a doctor.
While the boy is the doctor's son, the doctor is not the boy's father. Then who is the doctor?

FUN FACTS

A Quarterback can lift his leg in both the shotgun formation as well as from under center. In the shotgun, generally, it's a timing cue for the center to snap the ball. When the Quarterback is under center, the leg lift is generally indicating to players who are split wide in the formation that they can start "in motion".

1919: The pop-up toaster is invented. While General Electric built the first electric toaster for the home in 1909, it was 10 years later when Minnesota mechanic Charles Strite created an easy-to-use toaster designed for restaurants.

Scientists have found the reason our body temperature is 98.6° Fahrenheit (37°C). Apparently it's the perfect balance, as it's warm enough to prevent fungal infection but not so hot that we need to eat nonstop to maintain our metabolism.

Horsepower (hp) is unit of measurement of power, the rate at which work is done. The most common conversion factor, especially for electrical power, is 1 hp = 746 watts. The term was adopted in the late 18th century by Scottish engineer James Watt to compare the output of steam engines with the power of draft horses.

The modern day definition of a Blue Moon is when there are 2 full moons in one Month. A full moon occurs roughly every 29.5 days and on the rare occasions when the full moon falls at the very beginning of a month there is a good chance a Blue Moon will occur at the end of the month.

Alvin and the Chipmunks is an American animated music group created by Ross Bagdasarian, Sr., for a novelty record in 1958.