

CUSTOMER CONNECTION



Avoid Scams and Spam!

Have you ever gone to a website and been greeted by a pop-up box that tells you that you've won some fantastic prize? It will usually require you to enter your contact information, including a mailing address, and a credit card number. We hear of them often. Guess what? It's a scam. The solicitation is not from us and the only surprise participants receive is unwanted charges to their credit card.

Nearly everyone who has an email address they regularly use has run into at least a small problem with spam. What is spam? Spam is bulk, unsolicited email—most often, it's trying to sell you something, and sometimes it's trying to convince you to relinquish your credit card information, bank account information, and any other personal information you're willing to give. This makes spam not just a regular nuisance, but dangerous as well. If you're one of the millions of people who receives spam messages in your inbox, you're probably wondering what can be done about it.

We are just as concerned about scams and spam as you are—in fact, PenTele-Data uses spam filters to help reduce the amount of spam traveling over our network. Unfortunately, online predators often know how to get around the filters, so we can't catch it all. In addition, the scams can look very professional and "real". That's where you can help.

- > Although malicious websites and email scams have been around for quite some time, some tactics that criminals use have become more believable than ever. It is VERY IMPORTANT to protect your computer and your personal information, such as user names, passwords, social security numbers and account numbers.
- > Palmerton Telephone will never ask our customers for personal information in an email or pop-up box. In fact, no matter who you are dealing with (your bank, utility providers etc.) you should NEVER, for any reason, include personal or financial details like account numbers, login names, passwords, credit card numbers or social security numbers in an email or in response to a pop-up box.
- > The best way to avoid spam is to avoid getting on the spammers list in the first place. When you sign up for something on the Web, there is often some innocent-looking text at the end of the form that indicates your permission to be contacted by select third parties. Watch to be certain that selecting the box (or not selecting it) is the option to opt out. Otherwise, your email address is automatically shared.
- > You should change your password(s) at least every six months. Avoid using real words or personal information. Choose a longer password over a shorter password and don't use the same one for multiple sites. Use a variety of characters, numbers and symbols.
- > 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.
- > If you like to receive advertisements and coupons or share your email address at your favorite stores, use an alternate address specifically for that purpose. In other words, use a second email address solely for these emails and avoid giving your primary address.

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 Customer,

We finished 2018 with a complete transition to our new billing platform. Thank you for your patience as we finalized the small details. **If you use your bank to send us an automatic payment by check, and haven't already, will you update their information with your new Palmerton Telephone billing account number?** We still receive several automatic payments that use the previous account number and it makes it more difficult to apply payment to the correct account.

Speaking of billing, are you aware of the Lifeline program? Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services. Lifeline is part of the Universal Service Fund. The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands.

You may be eligible for Lifeline if you (or someone in your household) participates in one of these federal assistance programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Tribal Programs

For more information, please contact us or visit <https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications>.

Thank you for choosing Palmerton Telephone Company. As always, if you have questions about your landline telephone service, you are welcome to call or stop in for assistance.

Best Regards,

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.

FEBRUARY 2019 RECIPE

Shrimp Scampi Bake

Ingredients:

- > 1 cup butter
- > 2 tablespoons prepared Dijon-style mustard
- > 1 tablespoon fresh lemon juice
- > 1 tablespoon chopped garlic
- > 1 tablespoon chopped fresh parsley
- > 2 pounds medium raw shrimp, shelled, deveined, with tails attached

Directions:

Preheat oven to 450 degrees F (230 degrees C). In a small saucepan over medium heat, combine the butter, mustard, lemon juice, garlic, and parsley. When the butter melts completely, remove from heat. Arrange shrimp in a shallow baking dish. Pour the butter mixture over the shrimp. Bake in preheated oven for 12 to 15 minutes or until the shrimp are pink and opaque

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.

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

Brain Teaser December 2018 Winner

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

Who is never hungry at Christmas?

Answer: The turkey
it's always stuffed

Watch for Our New Look!

It was time! Our website, www.ptelco.com, is currently being redesigned. Watch for our new look and updated information.

Here is just some of the helpful information you can find on our page:

- Details about our services
- A list of standard and optional calling features
- Information about Palmerton Telephone DSL
- Directory Listings
- A detailed explanation of your rights and responsibilities as a telephone customer
- Our customer newsletters
- Information about Easy Pay

Stay tuned to this newsletter for additional details of the redesigned page. We can't wait to share it with you!

Don't Forget: We're 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).

February 2019 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 February 28, 2019, 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 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 **2/20/19**.

Good Luck! Palmerton Telephone

What has a head and a tail, but no body?

FUN FACTS

A thrifty tea merchant from New York named Thomas Sullivan is credited with inventing the first tea bag in 1908. Looking to save money, Sullivan reportedly distributed small samples of tea in silk bags instead of little metal tins.

Male fireflies can fly, but female fireflies often can't because their wings are too short. The female firefly perches itself on a bush or a rock and waits. When a male passes by with a signal the female recognizes, the female flashes back the same signal.

Well, it is true that they are mammals, but dolphins only have hair when they are first born. This hair is found on the top of the rostrum, which is the dolphin's mouth, and falls out within two weeks. Dolphins do not grow any other hair for the rest of their lives.

Venus, the second closest planet to the Sun, has the highest average temperatures of any planet in our Solar System, regularly reaching temperatures over 460°C. Venus is so hot because of its proximity to the Sun and its thick atmosphere.

Rock salt causes ice to melt quicker by lowering its melting point. The "brine solution" or liquid that forms in the wooden bucket absorbs heat from the ice cream mix and gradually lowers the temperature of the mix until it begins to freeze.

The great white shark is a streamlined swimmer and a ferocious predator with 3,000 teeth at any one time. This much-feared fish has a torpedo-shaped body, a pointed snout, a crescent-shaped tail, 5 gill slits, no fin spines, an anal fin, and 3 main fins: the dorsal fin (on its back) and 2 pectoral fins (on its sides).

The peacock is the national bird of India.