

CUSTOMER CONNECTION



Know the Basics about Social Engineering

Ring Ring!

“Hello, how are you? I am James and I am calling to tell you about a problem with your computer. You are not receiving Microsoft updates.”

Or maybe: “Good morning, this is Mr. Doe with your telephone company (or electric, water, or any other service provider). We’ve noticed a problem with your service and need to ask you a few questions to verify your identity so that we can resolve it.”

Or it’s a call in the middle of the night. “Have you been calling overseas for the last several hours?” When you respond with a sleepy, yet startled, “No!” the caller may say, “Well, we have a call that’s occurring right now and it’s being charged to your calling card. You have already accumulated over \$1,000 in charges. If you take care of this now by verifying your calling card number and PIN and make payment with a credit card, I can give you a onetime courtesy credit for half of the charges.”

Stop!!! It’s easy to just start answering questions or to try to handle a problem, but these calls are almost always social engineering scams. Social engineering is basically the “art” of getting people to drop their guard and reveal details or access that they’d usually refuse. An attacker uses human interaction, that is, their social skills, to obtain information. They may seem unassuming and respectable, but by asking questions, 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.

Avoid Becoming a Victim:

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. **NEVER EVER** 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. 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.

Be Alert! It’s much easier to hang up the phone, even it feels like you’re being rude, than to deal with the hassle and financial strain that can result from falling for a scam.

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,

What do you think of when you hear the word spoofing? Maybe you've asked your grandchild whether they were "spoofing" when they told a small fib. Spoofing when we're talking about telephone calls is similar (but certainly not as harmless or adorable).

Caller ID is a service that allows you to identify a caller before you answer your telephone. Unfortunately, it can be susceptible to fraud. This practice is called Caller ID Spoofing and it happens every day, so when you answer the phone, be on alert. If the Caller ID display says it's your bank or another business you trust, don't assume that the caller is really from that company. Most importantly we strongly recommend that you don't give out personal information in response to an incoming call. Identity thieves are clever – they often pose as representatives of banks, credit card companies, creditors, or government agencies to get people to reveal their account numbers, Social Security numbers, mother's maiden names, passwords and other identifying information.

There is one other step you can take to stop these calls. The FCC allows phone companies to block robocallers who use fake Caller ID numbers and authorizes upon the request of the subscriber. Let us help - RoboBlock is only \$1 per month! Call us today if you'd like to add this great feature to your telephone service.

Thank you for choosing Palmerton Telephone Company. As always, if you have questions about your telephone services, you are welcome to call our Business Office at 610-826-6650 or stop in for assistance.

Best Regards,

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.

APRIL 2019 RECIPE

Mini Cherry Cheesecake

Ingredients:

- > 1 (12 ounce) package vanilla wafers
- > 2 (8 ounce) packages cream cheese
- > 3/4 cup white sugar
- > 2 eggs
- > 1 teaspoon vanilla extract
- > 1 (21 ounce) can cherry pie filling

Directions:

Preheat oven to 350 degrees F (175 degrees C). Line miniature muffin tins (tassie pans) with miniature paper liners.

Crush the vanilla wafers, and place 1/2 teaspoon of the crushed vanilla wafers into each paper cup.

In a mixing bowl, beat cream cheese, sugar, eggs and vanilla until light and fluffy. Fill each miniature muffin liner with this mixture, almost to the top.

Bake for 15 minutes. Cool. Top with a teaspoonful of cherry pie filling.

Featured Feature Webmail

Webmail for Palmerton Telephone DSL customers provides access to your PenTeleData email account, even while you're away.

PenTeleData Webmail is available anytime, anywhere, from any PC or device with Internet access. While you are on vacation or simply waiting for an important response, your email will be easily available.

Using Webmail is easy – just visit www.ptd.net. On the right side of the page, choose "My Webmail". Click on the box and a new browser window will open. Simply enter your user name and password and you're set! Emails that you have opened from your email at home or work will not be included, so don't forget to close your email client while you're away. (This can be changed in the Webmail account settings, but you will also need to configure your email client to use IMAP.)

Utilizing PenTeleData Webmail in place of other mail clients is beneficial in several ways. Here's why:

- > Access from any computer with Internet and your folders, sent mail, contacts, and calendar will be synchronized.
- > All mail that is identified as Junk will automatically go into a Junk folder and be deleted after 30 days. In fact, we've recently changed our system so none of that junk mail is going to your Outlook, Live, MacMail or phone (if using POP). It only goes into Webmail. (With this in mind, remember to periodically check Webmail's junk folder.)
- > Trash is automatically deleted after 30 days.
- > No provider can stop all malware and phishing attempts, but PenTeleData is very proactive about keeping our customers safe from vulnerabilities.

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

Brain Teaser February 2019 Winner

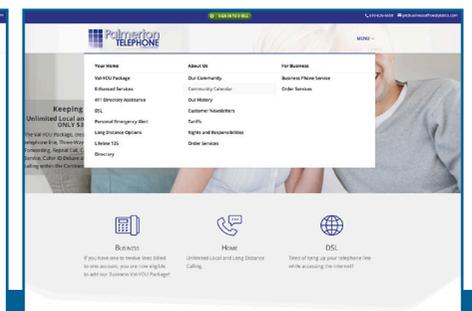
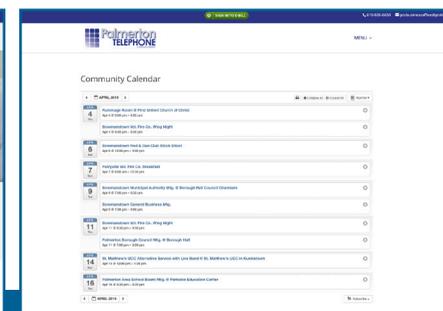
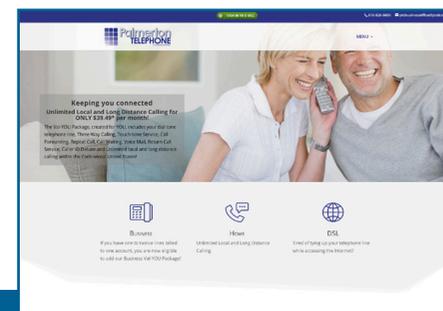
Congratulations to **Leon Barlieb of Kunkletown, Pa.** Leon was the winner of a \$25 Gift Card to Claude's Creamery in Palmerton, Pa.

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

Answer: A coin

Have You Seen Our New Look?

If not, check it out at www.ptelco.com. It's not just for our customers who use E-Bill. It's for EVERYONE and includes 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, and a community calendar.



April 2019 Product Feature

Personal Emergency Alert

It's common for entire families to gather together for the Easter holiday, but what happens when typical every day responsibilities and routines interfere with giving a family member the extra supervision they deserve? Personal Emergency Alert can help.

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 April 30, 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 us 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 **4/20/19**.

Good Luck! Palmerton Telephone

There was a green house.
Inside the green house
there was a white house.
Inside the white house there
was a red house. Inside the
red house there were lots of
babies. What is it?

FUN FACTS

West Virginia became a state following the Wheeling Conventions of 1861, in which 50 northwestern counties of Virginia decided to break away from Virginia during the American Civil War. The new state was admitted to the Union on June 20, 1863, and was a key Civil War border state.

On this day in 1813, the United States gets its nickname, Uncle Sam. The name is linked to Samuel Wilson, a meat packer from Troy, New York, who supplied barrels of beef to the United States Army during the War of 1812.

During sleep, your brain's electrical activity goes through a five-phase cycle. A short afternoon catnap of 20 minutes yields mostly Stage 2 sleep, which enhances alertness and concentration, elevates mood, and sharpens motor skills. To boost alertness on waking, you can drink a cup of coffee before you nap.

There are only 22 states that actually have an in-state NFL Franchise. That leaves 28 states, and millions of people, wondering who they should root for. Instead of bandwagoning, I think all states without an in-state team should root for a team in a local state.

We know through many scientific tests that red causes us to feel hungry and we know that yellow makes babies think they are in the sunlight so they cry to tell their moms that they don't like it. It's one of the reasons why most fast food colors are orange and red and why the color yellow makes babies cry.

Dimples are caused by an abnormally short facial muscle. The zygomaticus major, a facial muscle, is attached to the skin of your cheeks. Dimples appear when the muscle pulls hard enough on your cheeks to cause visible indentations on your face. This usually occurs when we speak or smile, when the muscle is contracting.