

# CUSTOMER CONNECTION



## Happy Mother's Day!

It's May, a time to celebrate warmer weather and honor our mothers. A few years back, Palmerton Telephone had an advertising campaign based on "dadisms", so we thought it may be fun to share a few common "momisms" this month. How many have you heard or used?

Brush your teeth and comb your hair.

Because I said so, that's why.

You'll understand when you're older.

You're running away? Let me help you pack.

I brought you into this world and I can take you out!

Don't make me come in there!

You'll eat it and you'll like it.

But what do some of our favorite moms say about phone service with Palmerton Telephone?

*I'm so glad my son and daughter are able to call me, even when the power is out.*

*Everyone should offer 24/7 emergency response like Palmerton Telephone does.*

*I really appreciate the friendliness in the office when I go in to pay my bill.*

*Palmerton Telephone still offers the same "hometown" customer service I remember from years ago.*

*My DSL offers a constant connection to the Internet. Does yours?*

*Sometimes the best option is the one that's been there all along. My landline telephone with Palmerton gives me peace of mind.*

**Thank you moms, we all love you too. Happy Mother's Day!**

SERVING THIS AREA SINCE 1900

465 Delaware Avenue • Palmerton, PA 18071 • [www.ptelco.com](http://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,

It's May, a time to celebrate warmer weather as we prepare for Mother's day. Although we should be respecting and honoring our mothers every day, this month we are particularly reminded of all the things for which we need to thank our mothers. Don't wait for Mother's Day to pick up the phone, visit, or send some flowers.

Mother's Day is a holiday honoring motherhood that is observed in different forms throughout the world. According to History.com, celebrations of mothers and motherhood can be traced back to the ancient Greeks and Romans, but the clearest modern precedent for Mother's Day is the early Christian festival known as "Mothering Sunday."

Over time the Mothering Sunday tradition shifted into a more secular holiday, and children would present their mothers with flowers and other tokens of appreciation. This custom eventually merged with the American Mother's Day.

All of us at Palmerton Telephone wish all Mothers the best, today and every day, Happy Mother's Day.

Best Regards,

*Tim Hausman*

General Manager,  
Palmerton Telephone

## What's Happening in the Palmerton Telephone Company Serving Area?

Would you like to know what's going on near your home or business? We can help! Just visit the Community Events Calendar at [www.ptelco.com](http://www.ptelco.com) to see what's happening to benefit the non-profit groups in our area. **To visit the Community Events Calendar, select the 'Our Community' on the left side of our homepage, then select the 'Community Events Calendar'.**

Would you like to share an event for your local non-profit group? This page also provides a link to submit your non-profit group's upcoming event dates!

Our website also contains a wealth of information, including current and past issues of our newsletter, directory book listings (both white and yellow pages), money saving promotions, detailed product information and much more.

465 Delaware Avenue  
Palmerton, PA 18071  
[www.ptelco.com](http://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 2019 RECIPE

#### Hawaiian Chicken Kabobs

##### Ingredients:

- > 3 tablespoons soy sauce
- > 3 tablespoons brown sugar
- > 2 tablespoons sherry
- > 1 tablespoon sesame oil
- > 1/4 teaspoon ground ginger
- > 1/4 teaspoon garlic powder
- > 8 skinless, boneless chicken breast halves - cut into 2 inch pieces
- > 1 (20 ounce) can pineapple chunks, drained
- > skewers

##### Directions:

In a shallow glass dish, mix the soy sauce, brown sugar, sherry, sesame oil, ginger, and garlic powder. Stir the chicken pieces and pineapple into the marinade until well coated. Cover, and marinate in the refrigerator for at least 2 hours.

Preheat grill to medium-high heat.

Lightly oil the grill grate. Thread chicken and pineapple alternately onto skewers. Grill 15 to 20 minutes, turning occasionally, or until chicken juices run clear.

## Featured Feature 711 for Telecommunications Relay Service

### Telecommunications Relay Services permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

To make using TRS as simple as possible, you can simply dial **711** to be automatically connected to a TRS operator. It's fast, functional and free. Dialing **711**, both voice and TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember to dial a seven or ten-digit access number.

The Americans with Disabilities Act requires that people with disabilities who use TTYs or other devices have direct, equal access to emergency response services. In the event of an emergency, TTY users should call 911 directly and not make a TRS call via 711.

**711** dialing access does not work for Video Relay Service (VRS), Internet Protocol (IP) relay or Internet Protocol Captioned Telephone Service (IPCTS) Relay calls, because such calls are initiated through the Internet. Hearing persons initiating a VRS or IP Relay call may do so by calling a provider's 800 number. IPCTS users just call their party directly, and a Communications Assistant (CA) is automatically connected to the call.

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

### Brain Teaser March 2019 Winner

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

You can drop me from the tallest building and I'll be fine, but if you drop me in water I die.  
What am I?

Answer: Paper

## "Who Just Called Me?" (Beware, Don't Dial Back!)

**You've just received a telephone call from an unknown number. The phone rang a few times, but you didn't answer in time and the caller did not leave a message. What should you do next?**

- A. Dial back the number on your Caller ID display to see who may have called you.
- B. Call back so that you can ask to be put on the caller's "Do Not Call" list.
- C. None of the above.

*The answer is C – None of the above! Instead, investigate the number further before dialing it back or simply disregard the call.*

Scammers hope that you'll be the next one to wonder about the missed call on your Caller ID display. In fact, they hope that you'll wonder so much that you'll dial the number back. Then, they can charge you for the call AND for each minute that they can keep you on the line. Sometimes, they may just let your phone ring one time - long enough to register the call, but not long enough for you to answer. Other times, you may just receive a text message on your cellular phone, warning you about an injured relative who has you listed as an emergency contact. Even if you aren't charged for the call back, once you've called, they know there's a human on the other end of your telephone

number and you can expect many more calls from anyone willing to pay for a marketing list that includes your telephone number. Or, once the caller has you on the phone, they'll use it as an opportunity to phish for your personal information to use for identity theft.

Another 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 from a local number, or 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.

# May 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 5 GB of storage per mailbox and **FREE access to any PenTeleData Community 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.)*

## 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](mailto: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 **5/20/19**.

**Good Luck! Palmerton Telephone**

If you have tachophobia,  
what is it that you fear?

## FUN FACTS

Cow's teeth are different from ours. On the top front, cows have a tough pad of skin instead of teeth. They have 8 incisors on the bottom front and 6 strong molars on the top and bottom of each side to grind their food. Cows have a total of 32 teeth.

Jupiter is the fastest spinning planet in our Solar System rotating on average once in just under 10 hours. That is very fast especially considering how large Jupiter is. This means that Jupiter has the shortest days of all the planets in the Solar System.

A single strand of hair can hold 100g (3oz) in weight: the combined hair of a whole head could support 12 tons, or the weight of two elephants. Weight for weight, it is not as strong as steel: more like aluminium, or reinforced glass fibers or Kevlar, which is used to make bulletproof vests.

Taste buds go through a life cycle where they grow from basal cells into taste cells and then die and are sloughed away. According to Dr. Bartoshuk, their normal life cycle is anywhere from 10 days to two weeks. However, "burning your tongue on hot foods can also kill taste buds," she says.

A cat's memory is thought to be at least 200 times better than a dog's. But as any cat owner knows, felines are more selective, and remember what they think is useful to them. Short term memory for a dog is about five minutes; cats remember much longer, up to 16 hours. Long term memory is harder to determine.

A grandfather clock, also called longcase clock is a tall pendulum clock enclosed in a wooden case that stands upon the floor and is typically 1.8 to 2.3 metres (6 to 7.5 feet) in height. The name grandfather clock was adopted after the song "Grandfather's Clock," written in 1876 by Henry Clay Work, became popular.