

CUSTOMER CONNECTION



Stop Nuisance Calls with RoboBlock!

Do you receive calls that appear on Caller ID to come from someone locally, only to answer and find out that it's a nuisance call? Even if you have signed up for the Do Not Call Registry, dishonest robocallers may ignore the laws and call you anyway. We can help.

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 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. RoboBlock is only \$1 per month!**

Call us today to add this great feature to your telephone service.



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,

This month's newsletter focuses on protecting you from scammers. Whether you subscribe to RoboBlock, take a few tips from our article about avoiding scams, or use Selective Call Rejection to block select callers, we hope you'll benefit from the information we've provided.

We've also included a list of quick codes for some of our most popular features. Feel free to cut it out and save this part of the newsletter somewhere near your telephone. You never know when the list may come in handy!

As always, if you have questions about your telephone services, you are welcome to call the Business Office at 610-826-6650, email at ptcbusinessoffice@ptelco.com or stop in our Business Office for assistance.

Best Regards,

Tim Hausman

General Manager,
Palmerton Telephone Company

Quick Reference for Calling Feature Star Codes

If you've decided not to use a calling feature just because you couldn't remember the star code, then this list is for you! Cut it out and keep it near your telephone to make the most of your Palmerton Telephone service. For more detailed instructions or to view additional optional features, please refer to your Palmerton Telephone Directory.

Anonymous Call Rejection

Activate *77
Deactivate *87

Per Call Blocking

Activate *67

Repeat Call

Activate *66
Cancel *86

Return Call

Activate *69
Cancel if caller's line was unavailable *89

Call Forwarding

Activate *72
Deactivate *73

Caller ID Blocking

Activate *67
Deactivate *67

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.

AUGUST 2019 RECIPE

Grilled Peaches

Ingredients:

- > 3 tablespoons white sugar
- > 3/4 cup balsamic vinegar
- > 2 teaspoons freshly ground black peppercorns
- > 2 large fresh peaches with peel, halved and pitted
- > 2 1/2 ounces blue cheese, crumbled

Directions:

In a saucepan over medium heat, stir together the white sugar, balsamic vinegar, and pepper. Simmer until liquid has reduced by one half. It should become slightly thicker. Remove from heat, and set aside.

Preheat grill for medium-high heat.

Lightly oil the grill grate. Place peaches on the prepared grill, cut side down. Cook for about 5 minutes, or until the flesh is caramelized. Turn peaches over. Brush the top sides with the balsamic glaze, and cook for another 2 to 3 minutes.

Transfer the peach halves to individual serving dishes, and drizzle with remaining glaze. Sprinkle with crumbled blue cheese.

Featured Feature Selective Call Rejection

Would you like to block someone's number from calling your home? **Selective Call Rejection allows you to automatically reject calls from directory numbers on a pre-designated screening list. When someone tries to call from a number on that list, the caller receives an announcement indicating that the party he or she is trying to reach does not wish to receive calls at this time.**

Selective Call Rejection is a subscription service, and must be ordered through our Business Office. Once the feature is activated, it can be turned on or off as needed.

To use Selective Call Rejection, dial *60 (Touch Tone) or 1160 (Rotary).

To temporarily turn off Selective Call Rejection, dial *80 (Touch Tone) or 1180 (Rotary).

A Few Things You Can Do to Avoid Fraud and Scams

Crooks use clever schemes to defraud millions of people every year. They often combine new technology with old tricks to get people to send money or give out personal information. Here are some practical tips from the Federal Trade Commission to help you stay a step ahead.

- 1. Spot imposters.** Scammers often pretend to be someone you trust, like a government official, a family member, a charity, or a company you do business with. Don't send money or give out personal information in response to an unexpected request — whether it comes as a text, a phone call, or an email.
 - 2. Do online searches.** Type a company or product name into your favorite search engine with words like "review," "complaint" or "scam." Or search for a phrase that describes your situation, like "IRS call." You can even search for phone numbers to see if other people have reported them as scams.
 - 3. Don't believe your caller ID.** Technology makes it easy for scammers to fake caller ID information, so the name and number you see aren't always real. If someone calls asking for money or personal information, hang up. If you think the caller might be telling the truth, call back to a number you know is genuine.
 - 4. Don't pay upfront for a promise.** Someone might ask you to pay in advance for things like debt relief, credit and loan offers, mortgage assistance, or a job. They might even say you've won a prize, but first you have to pay taxes or fees. If you do, they will probably take the money and disappear.
 - 5. Consider how you pay.** Credit cards have significant fraud protection built in, but some payment methods don't. Wiring money through services like Western Union or MoneyGram is risky because it's nearly impossible to get your money back. That's also true for reloadable cards (like MoneyPak or Reloadit) and gift cards (like iTunes or Google Play). Government offices and honest companies won't require you to use these payment methods.
 - 6. Talk to someone.** Before you give up your money or personal information, talk to someone you trust. Con artists want you to make decisions in a hurry. They might even threaten you. Slow down, check out the story, do an online search, consult an expert — or just tell a friend.
 - 7. Hang up on robocalls.** If you answer the phone and hear a recorded sales pitch, hang up and report it to the FTC. These calls are illegal, and often the products are bogus. Don't press 1 to speak to a person or to be taken off the list. That could lead to more calls.
 - 8. Be skeptical about free trial offers.** Some companies use free trials to sign you up for products and bill you every month until you cancel. Before you agree to a free trial, research the company and read the cancellation policy. And always review your monthly statements for charges you don't recognize.
 - 9. Don't deposit a check and wire money back.** By law, banks must make funds from deposited checks available within days, but uncovering a fake check can take weeks. If a check you deposit turns out to be a fake, you're responsible for repaying the bank.
 - 10. Sign up for free scam alerts from the FTC at ftc.gov/scams** to get the latest tips and advice about scams sent right to your inbox or visit <https://www.consumer.ftc.gov/features/scam-alerts> to read the latest scam alerts.
- If you spot a scam, you can report it at ftc.gov/complaint. Your reports help the FTC and other law enforcement investigate scams and bring crooks to justice.**

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

Brain Teaser June 2019 Winner

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

I sound like one letter but I'm written with three. I show you things when you look through me. What am I?

Answer: an eye

FUN FACTS

Grapes are a type of fruit that grow in clusters of 15 to 300, and can be crimson, black, dark blue, yellow, green, orange and pink. "White" grapes are actually green in color, and are evolutionarily derived from the purple grape.

Thunder is the sound caused by lightning. Depending on the distance and nature of the lightning, thunder can range from a sharp, loud crack to a long, low rumble (brontide). The sudden increase in pressure and temperature from lightning produces rapid expansion of the air surrounding and within a bolt of lightning.

The average adult human body is 50-65% water, averaging around 57-60%. The percentage of water in infants is much higher, typically around 75-78% water, dropping to 65% by one year of age. Body composition varies according to gender and fitness level, because fatty tissue contains less water than lean tissue.

Adam's apples are found on both women and men: they just show up more prominently in men as a chunk of bony cartilage that's wrapped around the larynx. Also known as the laryngeal prominence, the Adam's apple sits right on top of the thyroid gland, so the area is fittingly called the thyroid cartilage.

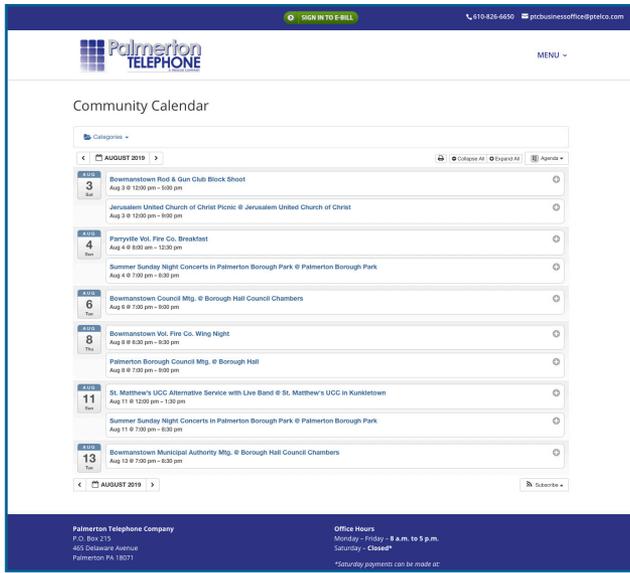
Taste buds go through a life cycle where they grow from basal cells into taste cells and then die and are sloughed away. According to Dr. Bartoshuk, their normal life cycle is anywhere from 10 days to two weeks. However, "burning your tongue on hot foods can also kill taste buds," she says.

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 to see what's happening to benefit the non-profit groups in our area. To visit the **Community Events Calendar**, select the 'MENU' at the top of our homepage, then select the 'Community 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.



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 **8/20/19**.

Good Luck! Palmerton Telephone

Each and every one that you take, you leave yet another in your wake.
What am I?