

# Product of the Month

## LIVE ANSWER

Palmerton Telephone Company's Live Answer service is a specialized service that provides businesses with local operators to handle incoming calls on their behalf. Our operators are trained to answer calls promptly, greet callers with professionalism, and take messages.

### Benefits for Your Business

- 1. Enhanced Customer Experience:** One of the primary benefits of Live Answer is the ability to provide customers with immediate assistance. Rather than being greeted by voicemail or automated messages, callers are connected with a live person who can address their needs in real-time. This personalized touch not only enhances customer satisfaction but also fosters loyalty and trust in the brand.
- 2. 24/7 Availability:** Live Answer ensures that businesses remain accessible to their customers at all times, even outside of regular business hours. Whether it's a late-night inquiry or an urgent matter on weekends or holidays, you can rest assured that your calls are being handled promptly and professionally.
- 3. Cost-Effective Solution:** Employing full-time receptionists to manage incoming calls can be costly for businesses, especially small and medium-sized enterprises. Live Answer offers a cost-effective alternative, allowing access to professional receptionists without the overhead expenses associated with hiring in-house staff.

Let us answer your calls when you are unable to!

Live Answer packages starting as low as \$40 per month.

Order by **June 30, 2024** and receive **FREE SETUP**. Call us today to order at 610-826-6650.

\*Restrictions may apply. Call forwarding service required to subscribe to LIVE ANSWER.



## Brain Teaser

Palmerton Telephone is giving away a \$25 Gift Card to Claude's Creamery in Palmerton, PA.

**What has no hands but might knock on your door,  
and if it does you better open up?**

To enter, e-mail the correct answer to [jbrixius@brctv.com](mailto:jbrixius@brctv.com) or send a 3"x5" index card titled "June Brain Teaser" to **613 Third Street, 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 **6/20/24**.

**Good Luck!**

## Brain Teaser | April 2024 Winner

Congratulations to **Kelly Solt**.  
**Kelly** was the winner of a \$25 Gift Card to Claude's Creamery in Palmerton, PA.

**Question:** My life is often a volume of grief,  
your help is needed to turn a new leaf. Stiff  
is my spine and my body is pale, but I'm  
always ready to tell a tale. What am I?

**Answer:** A Book

printed by [www.tnprinting.com](http://www.tnprinting.com)

**Customer Service:** 610-826-6650 • **Business Office:** 610-826-2115 • **Repair Service:** 610-826-3444 • **Gilbert Office:** 610-826-9321

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



## From the Manager's Desk

Dear Valued Customer,

As you continue to rely on digital platforms for communication, work, and entertainment, safeguarding your data and privacy has never been more necessary. Read more below on the ways to protect you and your personal information against various network security threats.

### Robust Access Control

Access control is the first line of defense against unwarranted access to your network. Implementing strong authentication mechanisms, such as multi-factor authentication (MFA or 2FA), adds an extra layer of security. Utilize complex passwords, change them regularly, and avoid reusing passwords across multiple accounts.

### Virus and Anti-virus Software

Viruses, malware, and other malicious software constantly threaten your network's integrity. Protect your systems with reputable anti-virus software and regularly update them to ensure it remains effective against the latest threats. Exercise caution when downloading files or clicking on suspicious links, as these can be avenues for malware infiltration.

### Strengthen Your Defense with Firewalls

Firewalls act as a roadblock between your internal network and external threats. They control incoming and outgoing network traffic based on predefined security rules. Set up your firewall to filter both inbound and outbound traffic. Keep your firewall software up to date with the latest patches and security updates. These updates address known vulnerabilities and strengthen your firewall's effectiveness.

### Encrypt Your Connection with VPNs

Virtual Private Networks (VPNs) encrypt your internet connection, providing a secure tunnel for your online activities. Choose a reputable VPN provider that prioritizes privacy and has a robust encryption protocol.

Thank you for choosing Palmerton Telephone Company. We are here for you. If you need any assistance or have any questions, please give us a call at 610-826-6650, visit our website at [www.ptelco.com](http://www.ptelco.com) or stop in.

Best Regards,

**Tim Hausman**

General Manager, Palmerton Telephone Company

## Community Calendar

If you'd like to see what's happening to benefit the non-profit groups in our area, visit our Community Events Calendar at [www.ptelco.com](http://www.ptelco.com). Just select 'Menu', then 'Community Calendar'.



## Phone Feature of the Month:

**"900" INFORMATION SERVICE BLOCKING**

Provides customers the capability to Block origination of direct dialed calls to a "900" Information Service number.

Initial blocking is provided at no charge upon customer request. Subsequent requests for "900" Blocking will be provided at the prevailing Company nonrecurring rates.

For more information, call us at (610) 826-6650.

