



**Palmerton
TELEPHONE**
A PENCOR COMPANY
Keeping you connected



**CUSTOMER
CONNECTION**

August 2014



THERE'S AN EASIER WAY TO PAY YOUR PALMERTON TELEPHONE BILL!

E-Bill, our paperless billing option, is free and easy. There are no checks to write and no postage fees. Instead of piles of mail – you'll be able to receive a monthly e-mail with your billing statement.

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.

Phone Numbers

Customer Service
610-826-6650

Business Office
610-826-2115

Repair Service
610-826-3444

Gilbert Office
610-826-9321

SERVING THIS AREA SINCE 1900

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 now
charges a fee
of \$20.00 for
returned
checks.

From the Manager's Desk...

MORE LONG DISTANCE CARRIERS FINED

Some months ago I wrote about a carrier that had been fined for failing to complete calls to rural telephone exchanges. At that time the FCC said that they were continuing their investigation into the matter. On June 5, 2014 the trade publication Telecompetitor, in an article by Joan Engebretson, reported that the carrier Matrix Telecom had agreed to pay \$875,000.00 to the US Treasury to settle charges leveled by the FCC that they had blocked calls to rural telephone exchanges. Telecompetitor reports "In addition to paying the money to the treasury, Matrix Telecom's rural call completion settlement calls for the company to:

- > Develop and implement a comprehensive compliance plan
- > Designate a senior corporate manager to serve as a rural call completion compliance officer
- > Cooperate with the FCC and rural local exchange carriers to establish a testing program to evaluate rural call completion performance whenever complaints or data indicate problems
- > Notify intermediate providers that may be causing call completion problems and analyze and resolve those problems promptly
- > Cease using intermediate providers that fail to improve their performance
- > Report to the FCC any noncompliance with the settlement within 15 days

- > File an initial compliance report in 90 days and annual reports for three years

In addition the article reports that, "After receiving the complaints and supporting data from the rural carriers, the FCC ruled that carriers were required to complete calls to rural areas and established enforcement procedures that included potential fines as high as \$1.5 million.

Windstream actually paid a higher \$2.5 million amount to the U.S. Treasury several months ago to settle an investigation similar to the one that the FCC has reached with Matrix Telecom. And Level 3 Communications previously reached a rural call completion settlement with the FCC that required the company to pay \$975,000 to the U.S. Treasury."

For several years small rural telephone companies like Palmerton Telephone have been receiving complaints from customers that we were blocking calls. These settlements and those that are sure to come in the future prove beyond a doubt who is to blame for our customers' missing calls. (Quoted text used by permission of Telecompetitor.)

Sincerely,

Tom Lager

General Manager
Palmerton Telephone Company

Yummy Honey Chicken Kabobs

Ingredients

- > 1/4 cup vegetable oil
- > 1/3 cup honey
- > 1/3 cup soy sauce
- > 1/4 teaspoon ground black pepper
- > 8 skinless, boneless chicken breast halves - cut into 1 inch cubes
- > 2 cloves garlic
- > 5 small onions, cut into 2 inch pieces
- > 2 red bell peppers, cut into 2 inch pieces
- > Skewers

Directions:

In a large bowl, whisk together oil, honey, soy sauce, and pepper. Before adding chicken, reserve a small amount of marinade to brush onto kabobs while cooking. Place the chicken, garlic, onions and peppers in the bowl, and marinate in the refrigerator at least 2 hours (the longer the better).

Preheat the grill for high heat.

Drain marinade from the chicken and vegetables, and discard marinade. Thread chicken and vegetables alternately onto the skewers.

Lightly oil the grill grate. Place the skewers on the grill. Cook for 12 to 15 minutes, until chicken juices run clear. Turn and brush with reserved marinade frequently.

Recipe Aug 2014

FEATURED FEATURE:

IT'S TIME FOR A DOUBLE PLAY WITH PALMERTON TELEPHONE!

Before baseball season ends, turn a double-play with Palmerton Telephone - landline service (the most reliable telephone delivery system available) plus the speed and reliability of DSL with speeds up to 10 Mbps!

Our **Val-YOU Package** offers unlimited local and long distance calling within the Continental United States and our most popular calling features, including 3-Way Calling, Call Forwarding, Repeat Call, Call Waiting, Voice Mail, Return Call Service, Caller ID Deluxe and Speed Dial 30 for just \$39.49 per month. Our **DSL** packages are as low as \$19.95 a month, have speeds up to 10 Mbps, include five e-mailboxes per customer with 2 GB of storage per mailbox and FREE access to any PenTeleData Unleashed Wi-Fi Hot Spot location. **Combine the two, and you'll automatically save \$10/month with Accelerate 5.0 or Accelerate 10.0 plans!**

That's long distance, DSL service up to our Platinum Plus package and a ton of other features for as low as \$70 per month! * For more information or to sign up for a Double Play, call our Business Office today at (610)826-6650.

*Additional taxes and surcharges apply to Val-YOU Packages. Special offer rate for DSL applies only to Palmerton Telephone landline customers. DSL packages subject to availability.

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

WITH THE POPULARITY OF CELLULAR PHONES AND VOIP PROVIDERS, DOES ANYONE REALLY NEED A LANDLINE PHONE? YES!

A COMBINATION OF LANDLINE AND WIRELESS PHONE USE MAY BE THE RIGHT CHOICE FOR YOUR HOUSEHOLD. ALTHOUGH SOME CONSUMERS BELIEVE THAT A CELLULAR CONNECTION IS ALL THEY NEED, THERE ARE SEVERAL IMPORTANT REASONS TO THINK TWICE BEFORE MAKING THAT DECISION.

Here's why landline service from Palmerton Telephone IS the BEST communications choice.

- > In order to ensure 99.999% uptime of telephone service, our crews are on standby 24 hours a day, 7 days a week, 365 days a year for fast emergency response. We have redundancy plans in place for outages, including batteries, standby generators and mobile units.
- > Customers of Palmerton Telephone don't have to worry about dropped calls, frequent outages and areas of no service.
- > Palmerton Telephone Val-YOU Package bundles local and long distance services with some of our most requested calling features for one low monthly price.
- > Landline phone service from Palmerton Telephone does not require electricity to a home. As long as you have one wired (not cordless) phone, you can make or receive calls – without worrying about running out of battery life. Back-up batteries only last a short time – a power outage can last much longer.
- > **Best of all, we are local, and only a visit or telephone call away from providing assistance to our customers!**

Brain Teaser June 2014 Winner!

**Congratulations to
Verna Borger
of Palmerton, Pa
Verna was the
winner of a \$25 Gift
Card to Roadies
Restaurant and Bar
at Penn's Peak in Jim
Thorpe, Pa.**

*Do you know why
orange juice is so
smart?*

*Answer:
It Concentrates*

Important Information for Our DSL Customers:

Fun Facts

The last dictionary that Noah Webster wrote contained 70,000 words and their meanings. He wrote it with no help and by hand. After his death his family sold the right to publish to G&C Merriam and Co.

Columbus had three ships on his first American exploration. On his second expedition, seventeen ships were under his command.

Zebras, like other equids, have three gaits: the walk, the trot, and the gallop.

There are an estimated 285,000 species of flowering plants on Earth compared to 148,000 for all other plants. Flowering plants are very important because they provide food for herbivores — plant-eating animals — and for humans.

The only three countries in the world whose names begin with "Z" are Zambia, Zaire and Zimbabwe, all in Africa.

Purely coincidental, Disneyland and Walt Disney World amusement parks are in counties with the same name. The former is in Orange County, California; the latter is in Orange County, Florida.

Mosquito repellents don't repel. They hide you. The spray or lotion blocks the mosquito's sensors; however, they will seek out unprotected areas of skin.

The game Scrabble is found in one out of every three American homes.

The sound heard by a listener when holding a seashell to his ear does NOT come from the shell itself. It is the echo of the blood pulsing in the listeners own ear.

WHAT IS A COMPROMISED EMAIL ACCOUNT?

WHEN AN EMAIL ACCOUNT HAS BEEN "HACKED"/COMPROMISED, IT MEANS THAT SOMEONE LIKELY HAS UNAUTHORIZED ACCESS TO THAT ACCOUNT USUALLY DUE TO A VIRUS OR MALWARE INFECTION, PHISHING, WEAK PASSWORDS OR SHARED PASSWORDS.

Why would anyone target an email account and what can happen once an account is compromised?

- > Email is easily circulated. Forwarding e-mail is so simple that viruses can quickly infect many machines. Most viruses don't even require users to forward the email—they scan a users' computer for email addresses and automatically send the infected message to all of the addresses they find. Attackers take advantage of the reality that most users will automatically trust and open any message that comes from someone they know.
- > Almost any type of file can be attached to an email message, so attackers have more freedom with the types of viruses they can send.
- > Some email programs have the option to automatically download e-mail attachments, which immediately exposes your computer to any viruses within the attachments.

What steps should customers take to prevent compromised email?

First and foremost, make sure that you're using current virus protection software and a current operating system on your computer. Then, create strong passwords, change them frequently, and don't share them with anyone. Last, beware of any e-mail or pop-up box that asks you to provide personal information.

Can you beat this **BRAIN TEASER?**

Palmerton Telephone is giving away a \$25 Gift Card to Roadies Restaurant and Bar at Penn's Peak in Jim Thorpe, 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 **8/20/14**.

Good Luck! Palmerton Telephone

Brain Teaser



Where do fish keep their money?