



WHAT IS A COMPROMISED EMAIL?

IF IT'S LIKELY THAT AN EMAIL ACCOUNT HAS BECOME SUSCEPTIBLE TO UNAUTHORIZED ACCESS, IT'S CALLED A COMPROMISED EMAIL. HOPEFULLY YOU'VE NEVER BEEN THE OWNER OF A COMPROMISED EMAIL ACCOUNT, BUT IF YOU HAVE, THEN YOU ALREADY KNOW HOW FRUSTRATING IT CAN BE.

When PenTeleData notices that an email account has been hacked/compromised, that means that someone likely has unauthorized access. It becomes necessary to stop that account (and the criminals) from causing further damage to our network or gaining access to other email accounts. The only way for PenTeleData to isolate the incident is to temporarily interrupt service to that email address. Although they take many steps to help protect against phishing, viruses, SPAM, and malware on their email servers, it is VERY important for customers to help too. First and foremost, use current virus protection software and a current operating system on your computer. Then, create strong passwords and not share them with anyone. Last, use caution with an e-mail or pop-up box that asks them to provide personal information.

Some customers get angry when their email service has been temporarily interrupted; others understand the dire need to do so. After a recent call to Technical Support, one customer commented on PenTeleData's Facebook page. He explained, "I want to send out a big thank you to this company. My email was compromised and they closed down the email account to prevent anyone else from sending out bulk amounts of spam which was happening without my knowledge. Thank you for putting a stop to it. I had to call to have my password reset and the people on the phone were a very big help and they were very friendly and very pleasant."



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

From the Manager's Desk...

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.

THE PALMERTON TELEPHONE DIRECTORY-THE ORIGINAL AND STILL THE BEST

If you haven't already received it, you should shortly receive the 2014 Palmerton Telephone Directory. This is the only official directory for Palmerton that is published. While there are others out there, ours is still the best, and here is why:

1. It is accurate. Other directory publishers copy the listings from our directory instead of buying the current listings from us. This can lead to typographical errors and copying of outdated information.
2. It is delivered to you either by US Mail or hand delivered by one of our employees. We don't just put it in a plastic bag and throw it at your house, hoping you will see it and take it in.
3. Large print local listings.
4. Listings for every area you can call toll free.
5. Helpful information in the "Blue Pages".
6. Information about Telephone Company services available to you.
7. A statement of "Your Rights and Responsibilities as a Telephone Company Customer".
8. Community Pages featuring an interesting historical article, area ZIP codes and a Community calendar.
9. Classified advertising for local businesses.

The Palmerton directory is much more than a place to find telephone numbers. By the way, if you aren't into books and paper, there is a handy link to the directory online at our website www.ptelco.com/directory

Sincerely,

Tom Lager

General Manager
Palmerton Telephone Company

Mushroom Pork Chops

Ingredients

- > 4 pork chops
- > salt and pepper to taste
- > 1 pinch garlic salt, or to taste
- > 1 onion, chopped
- > 1/2 pound fresh mushrooms, sliced
- > 1 (10.75 ounce) can condensed cream of mushroom soup

Directions:

Season pork chops with salt, pepper, and garlic salt to taste.

In a large skillet, brown the chops over medium-high heat. Add the onion and mushrooms, and saute for one minute. Pour cream of mushroom soup over chops. Cover skillet, and reduce temperature to medium-low. Simmer 20 to 30 minutes, or until chops are cooked through.



Recipe June 2014

FEATURED FEATURE:

THREE-WAY CALLING

WOULD YOU LIKE TO TALK TO TWO DIFFERENT PEOPLE IN DIFFERENT PLACES AT THE SAME TIME? WITH THREE-WAY CALLING, YOU CAN!

While on one call, Three-Way Calling allows you to add a third person to your conversation without the help of an operator. Best of all, it's a free feature with your Palmerton Telephone Service (although normal toll or long distance charges apply).

If you'd like to make a Three-Way (Conference) Call, here's how:

1. Establish a normal two-way call. You can call or be called. This can be a speed call. Inform the person that you are going to put him on hold.
2. Press and release your phone's **recall feature**. Depending on your phone model, this may be described as:
Flash – Noted as "Flash" on the telephone keypad.
Hang-up/Answer Button – If a separate Flash key is not available, this may be the same key you use to initiate or end a call.
Hook Switch – This mechanism answers and hangs up a call when you place the handset on the telephone cradle.
3. You will hear a short dial tone, a pause, then normal dial tone. The person you were talking to will now be on hold.
4. Dial the third party in the normal manner. This call can be a speed call.
5. When the third person answers, press the phone's recall feature. The second person is then reconnected to the conversation.
6. To disconnect the third person, press the phone's recall feature.
7. To disconnect the second person, ask him to hang up.

You can continue adding and dropping third parties by repeating this procedure.

If you have a call waiting feature, you cannot make a three-way call while any caller is waiting or on hold. Call waiting is suspended while a three-way call is in progress.

Be sure to read the back page of this newsletter to learn about another valuable calling feature, Voice Mail with Unified Messaging!

"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.

The practice of third parties placing unauthorized charges on accounts is called "cramming". Although any number on the Caller ID display could be a culprit of these scams, they often originate from area codes in Caribbean nations, such as Bahamas, Dominican Republic, Jamaica, British Virgin Islands and Grenada. These include 284, 473, 809, 829, 849, and 876. (There is, of course, nothing wrong with talking to people who live in this area code if you happen to know them. All cautions apply only to solicitations to contact someone unknown to you.)

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

Brain Teaser April 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.**

Can February
March?

*Answer:
No, but April May*

June 2014

Fun Facts

A Boeing 747 airliner holds 57,285 gallons of fuel.

All the coal, oil, gas, and wood on Earth would only keep the Sun burning for a few days.

A thousand tons of meteor dust falls to Earth every day.

A-1 Steak Sauce contains both orange peels and raisins.

In 1982, its inaugural year, The Weather Channel lost \$10.6 million, and came dangerously close to being shut down. In fact, the network didn't make any money until 1985. Since then, The Weather Channel has steadily grown to where it is now seen in more than 67 million homes, or 98 percent of homes with cable television.

The fastest dog, the greyhound, can reach speeds of up to 45 miles per hour. The breed was known to exist in ancient Egypt more than 5,000 years ago.

The planet Venus does not tilt as it goes around the Sun, so consequently, it has no seasons. On Mars, however, the seasons are more exaggerated and last much longer than on Earth.

The trunk of the African Boabab Tree is sometimes as wide as the tree is high. The tree is pollinated by bats, and its blossoms open only in moonlight.

Olive trees can attain a great age. Some in the eastern Mediterranean are estimated to be over 2,000 years old. They grow to a height of 20 to 40 feet and begin to bear fruit between 4 and 8 years old. It takes a ton of olives to produce about 50 gallons of oil.

The kiwi was originally called the Chinese gooseberry.

Ford Motor Company manufactured one million cars for the first time in 1922. It hit the two million mark in 1923.

Product Feature

Unified Messaging: Voice Mail in Your E-mail

DID YOU KNOW THAT PALMERTON TELEPHONE OFFERS A FREE FEATURE THAT ALLOWS YOU TO GET YOUR PHONE MESSAGES IN AN EMAIL?

Unified Messaging sends your Voice Mail messages to your email address, where they appear as a .wav file. That way, all messages are stored in one place, and you have the choice of listening to Voice Mails with your telephone, your cellular phone or your computer.

Unified Messaging can be invaluable, especially for customers with a Smartphone or similar devices that receive email. It's also beneficial to customers like doctors, lawyers and other high-demand occupations that prefer to hand out their home phone number instead of a cell phone number.

This great service is available as a FREE feature to all Palmerton Telephone Voice Mail customers, so call today at (610)826-6650 to add Voice Mail with Unified Messaging to your phone line.

Do You Have Per-Line Blocking?

If you have Per-Line Blocking (Caller ID Permanently blocked from showing on the display of the people you call), then there's an update we need to share. Formerly, to unblock your number for one call, you were able to use *67 or *82. Going forward, only *82 works. *67 will now only block per call. Please call us if you have any questions about this change.

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 **6/20/14**.

Good Luck! Palmerton Telephone

Brain Teaser



Do you know why orange juice is so smart?