

From the Manager's Desk

Dear Valued Customer,

The New 835 Area Code is Coming to the Pennsylvania 484/610 Area Code Region

To ensure a continuing supply of new telephone numbers, the Pennsylvania Public Utility Commission has approved an all-services area code overlay for the 484/610 area code region which serves the following cities, but is not limited to, Allentown, Ardmore, Bethlehem, Chester, Drexel Hill, Pottstown, Reading and Springfield, as well as the counties of Lehigh, Berks, Delaware, Chester, Northampton, and a portion of Montgomery County. The new 835 area code will serve the same geographic area currently served by the existing 484/610 area codes.

What is an Area Code Overlay?

An overlay is the addition of another area code (835) to the same geographic region as an existing area code region (484/610). The overlay does not require you to change your existing area code or phone number, or how you dial your calls. You will continue to dial the area code and phone number for all local calls, as you do today, within and between the 484, 610, and new 835 area codes.

Who will be affected and when does the new 835 area code become effective?

Beginning September 2, 2022, customers in the 484/610 area code overlay region may be assigned a number in the new 835 area code when they request new service or an additional line. Customers receiving an 835 area code will be required to dial the area code and phone number for all local calls, just as customers with telephone numbers from the 484 and 610 area codes do today.

What will you need to do?

Customers in the overlay region should:

- Continue to dial 10 digits for all local calls, including calls within the same area code.
- Continue to identify your telephone number as a 10-digit number, and include the area code when giving the number to friends, family, business associates, customers, etc.
- Ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 835 area code as a valid area code and continue to store or program telephone numbers as 10-digit numbers. Some examples are: stored telephone numbers in contact lists in wireless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety alarm security systems and gates, ankle monitors and or other similar equipment.
- Check items such as your website, personal and business stationery and printed checks, advertising materials, contact information, and your personal or pet ID tags to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call.
- You will continue to dial 10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 or 811 if those are currently available in your community.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call Palmerston Telephone Company at 610-826-6650 or access www.ptelco.com for more information. You can also visit the Pennsylvania Public Utility Commission website at www.puc.pa.gov/telecommunications.

Best Regards,

Tim Hausman

General Manager, Palmerston Telephone Company

Phone Feature of the Month:

Selective Call Forwarding

Allows you to forward incoming calls from up to ten (10) telephone numbers within the 610 calling area to another telephone number. Calls made using this service are subject to the regular local or toll charges. To use this service dial *63 (Tone) or 1163 (Rotary). To discontinue this service dial *83 (Tone) or 1183 (Rotary). Selective Call Forwarding is \$3.50 per month.



Product of the Month

Personal Emergency Alert

It's important to act before an accident happens. With Palmerston Telephone Personal Emergency Alert, you can have the peace of mind knowing your loved ones have a 24-hour a day emergency response service. For only \$17.95 a month, enjoy the following benefits:

- Our trained technicians install the alarm unit.
- A waterproof alarm sender, either in the form of a wristwatch or pendant summons help at the press of a button.
- Local Operators are able to talk and hear the caller through a special console. After determining what help is needed, they will notify up to four predetermined contacts, including 911. These can be family, friends, emergency personnel or caregivers.
- The equipment has power failure and restore options and an inactivity alarm.

Don't wait until after something happens to you or a loved one - call us at (610) 826-6650 before July 31st and receive FREE Installation.



Brain Teaser

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

To enter, e-mail the correct answer to jbrixius@brctv.com or send a 3" x5" index card titled "July Brain Teaser" to **613 Third Street, Palmerston, 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 **07/20/22. Good Luck!**

What has cities, but no houses; forests, but no trees; and water, but no fish?

Brain Teaser | May 2022 Winner

Congratulations to **Louise Koons**, of Palmerston, PA. **Louise** was the winner of a \$25 Gift Card to Claude's Creamery in Palmerston, PA.

Question: I have a money box that's 10 inches wide and 5 inches tall. Roughly how many bills can I place in my empty money box.

Answer: Just one, after which it will no longer be empty.

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