

From the Manager's Desk

Dear Valued Customer,

Did you know Palmerton Telephone Company offers a program to help our low-income residential customers keep their telephone service? This program is called **Lifeline 135** and is a government assistance program. If you are a low-income residential customer, you may qualify.

Lifeline 135 gives a monthly credit off your service. Customers have the following choices:

1. **VOICE or BUNDLED VOICE SERVICE:** Customer will receive a discount of \$5.25 off their monthly rate.
2. **INTERNET SERVICE:** A customer may choose to apply the credit on a qualifying internet service, which may be part of a bundle. The customer will receive a discount of \$9.25 off their monthly rate.

You can get **Lifeline 135** if you are in one of these programs:

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) - (f/k/a Food Stamps)
- Medicaid
- Veteran's Pension or Supervisor's Pension Benefit
- Federal Public Housing Assistance

You can also qualify for **Lifeline 135** if your yearly household income is at or below 135% of the Federal Poverty Guidelines.

You have three ways to apply for **Lifeline 135**:

1. Apply online at www.checklifeline.org/lifeline
2. Apply through the mail by filling out the Lifeline Application found at www.checklifeline.org/lifeline
3. Visit our Palmerton Telephone business office for assistance in applying (office hours are Monday through Friday, from 8 am to 1 pm and 2 pm to 5 pm).

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 or stop in.

Best Regards,

Tim Hausman

General Manager, Palmerton Telephone Company

Lifeline 135 service is non-transferable to another person or household and only eligible consumers may enroll in the program. Lifeline 135 is limited to one discount per household. Other restrictions may apply.

Phone Feature of the Month:

Call Trace

Call Trace traces the number of the last call received and sends the number to the local telephone office. The number will be provided only to a representative of an authorized law enforcement agency(s) and not to the subscriber. The customer is required to contact the telephone company for further action.

This service should only be used in the case of life-threatening, obscene or harassing calls. Use **Call Trace** from tone phones by dialing *57 and from rotary dial phones by dialing 1157.

Call Trace is \$1.00 per use.

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

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. Just select 'Menu', then 'Community Calendar'.



Product of the Month

PERSONAL EMERGENCY ALERT

Being prepared in the event of an emergency could make the difference between life and death. **Personal Emergency Alert** is just what you need to be prepared in the event an emergency does arise.

Personal Emergency Alert is a 24-hour a day emergency response service. How it works is very simple. Our trained technicians install an alarm unit. The user wears a waterproof alarm sender either in the form of a wristwatch or pendant, which signals 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 internal standby batteries will allow you to use the alarm unit even if there is a temporary power outage. And don't stress if you accidentally push the button to activate service. You will have the ability to reset the alert while it is dialing. If the call does connect to our operator, just explain that you do not have an emergency.

This helpful service is **as low as \$17.95 per month** and if you call to order by November 30, 2023, you'll receive **FREE INSTALLATION**.

Don't wait until after something happens to you or a loved one - call us today at **(610) 826-6650**.



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 "September 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 11/20/23. Good Luck!

Until I am measured, I am not known.
Yet you miss me, when I have flown.
What am I?

Brain Teaser | September 2023 Winner

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

Question: I have four wings, but cannot fly, I never laugh and never cry; On the same spot I'm always found, toiling away with little sound. What am I?

Answer: A windmill

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