

From the Manager's Desk

Dear Valued Customer,

Winter in the northeast is not for the faint of heart. Unfortunately, winter's fury can also unexpectedly impact your services. Here are a few tips you can use this winter to stay safe and reduce your chances of experiencing service outages.

Before a Storm

- Prepare a storm emergency kit that includes bottled water, a three-day supply of non-perishable food, a first aid kit, flashlights, and batteries.
- Fully charge battery-powered devices before the storm is expected to arrive.
- Store snowblowers, shovels, and de-icers somewhere you can access safely during and after a storm.
- Prepare your yard by trimming trees and shrubs that could freeze, fall, and damage wires.
- Secure or store loose outdoor items that could blow away, such as trash cans and decorations.
- Shelter pets inside and ensure they have the same level of protection that you do.

During a Storm

- Avoid traveling on untreated roads and sidewalks.
- Never run a generator indoors.

After a Storm

- Survey your property for hazards before letting children and pets outside. Be on the lookout for icicles and slippery patches that could cause harm. Protect trees and plants from damage by knocking heavy snow and ice off of overweighted branches.
- Call your utility company if you see any downed or damaged wires, but never go near them.
- Contact us if you are experiencing any service interruptions.
- If you have a service appointment scheduled or require a maintenance call, please clear a path to your exterior cable connection and ensure that it's clear of snow and ice so our technicians can work safely.

Thank you for choosing Palmerston 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, Palmerston Telephone Company

! IMPORTANT NOTICE

It's time to make changes for our 2024 Telephone Directory. We're working on the new directory, which will be distributed this summer, but the deadline for revisions in our telephone book listing is quickly approaching.

Please contact us by March 1, 2024 to make any name changes. This includes residential customers who would like to make a name change, add a spouse's name or revise a listing type (published or unpublished).

Phone Feature of the Month:

Call Trace

Trace the number of the last call received and send it 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.



Product of the Month

PERSONAL EMERGENCY ALERT

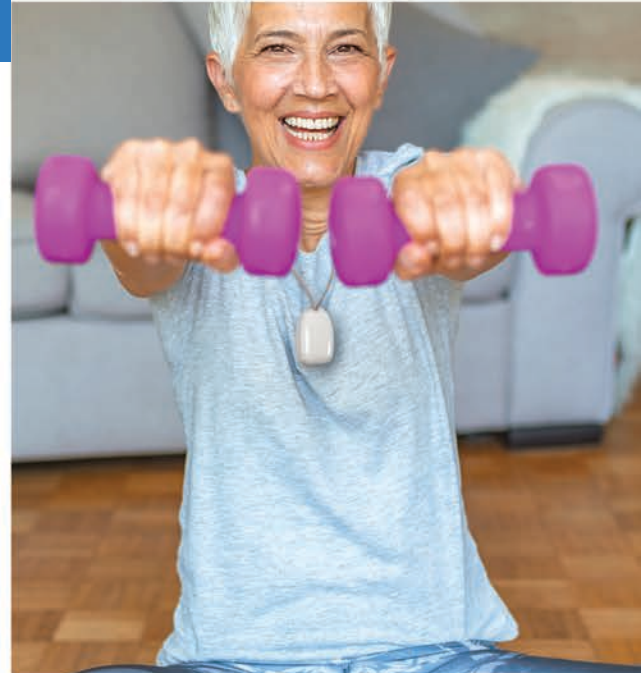
Winter brings numbing cold and biting winds. It also brings slippery ice. It's so important to act before an accident happens. Precautions such as Palmerston Telephone's **Personal Emergency Alert** can help prepare you before an accident or slip and fall may occur.

Personal Emergency Alert is a 24-hour a day emergency response service. 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.

Enjoy peace of mind for as little as \$17.95 a month!

Don't risk another slippery winter without **Personal Emergency Alert** - order by January 31, 2024 and receive FREE INSTALLATION. Call us today to order 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 "January Brain Teaser" to 613 Third Street, Palmerston, PA 18071.

Please include your name, address, daytime telephone number, and the Brain Teaser answer. All entries must be received by 1/20/24.

Good Luck!

Four cars come to a four-way stop, all coming from a different direction. They can't decide who got there first, so they all go forward at the same time. They do not crash into each other, but all four cars go. How is this possible?

Brain Teaser | November 2023 Winner

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

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

Answer: Time

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