



**Palmerton  
TELEPHONE**

A PENCOR COMPANY

Serving this area since 1900

[www.ptelco.com](http://www.ptelco.com)

**Customer Service**      **Repair Service**  
610-826-6650              610-826-3444

**Palmerton Office**      **Gilbert Office**  
610-826-2115              610-826-9321

**465 Delaware Avenue  
Palmerton, PA 18071**

## Phone Feature of the Month: Return Call

Return Call automatically redials the number of the last incoming call. If the called number is busy, Return Call will keep dialing that number for up to 30 minutes and signal with a special ring if the called number becomes available.

Calls made using this service are subject to the regular local or toll charges.

To use Return Call, dial:

- \*69 (tone)
- 1167 (rotary)

Return Call service is \$0.50 per use.

To order Return Call service for \$4.00 per month, call 610-826-6650.



## Community Calendar

If you'd like to see what's happening to benefit non-profit groups in our area, visit our

**Community Events Calendar** at [www.ptelco.com](http://www.ptelco.com). Just select the "Menu", and then "Community Calendar".



# Customer Connection

December 2024

## From the Manager's Desk

Dear Valued Customer,

In 2024, Palmerton Telephone Company invested in and began rolling out our new **Fiber Optic Network** to provide the speed, symmetry, and reliability our customers need in today's internet driven world. While currently only available in limited areas, our Fiber Internet offers advances in the service we are able to provide.

Here are some of the benefits that you can expect with our new Fiber Internet:

### Faster and Symmetrical Speed

Fiber Internet offers faster and symmetrical speeds - meaning your download and upload speeds are the same. With our Fiber Internet, you will be able to choose from our **Fiber 50** (with download/upload speeds up to 50 Mbps) or our **Fiber 100** (with download/upload speeds up to 100 Mbps). These faster speed packages are priced comparable to their DSL counterparts.

### Better Processing

Fiber Internet comes with lower latency, which means less lag time or delays as you surf, work, learn, or play online.

### Increased Reliability

The unique engineering of a fiber optic cable means it is resistant to electromagnetic and radio interference, resulting in a more secure signal. Fiber optic cables can withstand between 100 and 200 pounds of pressure and can maintain signal strength when run over 25 miles. Fiber is also less likely to be affected by extreme temperatures and inclement weather due to their electricity-based technology. All of this means greater network reliability and improved service to your home.

Rolling out our new Fiber Internet Network takes time, and we appreciate your patience as we continue work to expand this service to more areas in the future. We will notify you once Fiber Internet is available in your area and provide more information on how to make the switch from DSL to Fiber.

## 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](http://www.ptelco.com) or stop in.

Best Regards,

**Tim Hausman**

General Manager, Palmerton Telephone Company







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## Brain Teaser

Palmerton telephone is giving away a  
**\$25 Gift Card**  
to Claude's Creamery in Palmerton, PA.

**What is something you can keep after  
giving it to someone?**

To enter, email the correct answer to  
[ptcmarketing@ptelco.com](mailto:ptcmarketing@ptelco.com)  
with December Brain Teaser in the subject line.

Or send a 3"x 5" index card to  
**December Brain Teaser**  
**613 Third Street**  
**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 **12/20/24**.

**Good Luck!**

### OCTOBER 2024 WINNER

*Congratulations to*  
**Denise Smith**

of Bowmanstown, PA.

Denise was the winner of a  
\$25 Gift Card to Claude's Creamery  
in Palmerton, PA.

### OCTOBER TRIVIA QUESTION

I have cities, but no houses. I have  
forests but no trees. I have water but  
no fish. What am I?

### OCTOBER TRIVIA ANSWER

A Map

# Customer Connection

December 2024

## Product of the Month

### Broadband Internet

Broadband or high-speed Internet allows users to access the Internet at significantly higher speeds than those available through "dial-up" service. Broadband services typically provide faster downstream speeds (from the Internet to your computer) than upstream speeds (from your computer to the Internet).

Palmerton Telephone offers two types of Broadband service:

#### Fiber Internet

Fiber optic technology converts to light electrical signals carrying data and sends the light through transparent glass fibers about the diameter of a human hair. The advantages of our Fiber Internet are outlined under our *From The Manager's Desk* article of this newsletter.

Currently, our Fiber Internet is available in limited areas with two speed packages:

- **Fiber 50** - offering download/upload speeds up to 50 Mbps
- **Fiber 100** - offering download/upload speeds up to 100 Mbps

#### DSL Internet

Digital Subscriber Line (DSL) is a wire line transmission technology that transmits data faster over traditional copper telephone lines already installed to homes. Our DSL Internet provides faster download speed than upload speed. DSL transmits data over the same line used to provide phone service, without disrupting regular telephone calls on that line.

Currently, our DSL internet is available with two speed packages:

- **Accelerate 5.0** - offering up to 5 Mbps downloads and up to 1 Mbps uploads
- **Accelerate 10.0** - offering up to 10 Mbps downloads and up to 1 Mbps uploads

For more information on our Internet options, visit  
[www.ptelco.com](http://www.ptelco.com)  
and select Internet from the menu or call **610.826.6650**.

