

[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: Selective Call Acceptance

Selective Call Acceptance allows you to screen your incoming calls against a list of directory numbers provided by you.

Calls from numbers included in your directory list are accepted and are passed through to you. Calls not on your list are denied and the caller will hear a recorded message indicating that you do not wish to receive calls at this time.

**To use this service, dial:**

\*68 (tone)  
1168 (rotary phone)

**To discontinue this service:**

Dial \*88 (tone)  
1188 (rotary phone)

Selective Call Acceptance  
is \$5.00 per month.

**For more information,  
please call 610.826.6650.**



## ! IMPORTANT NOTICE

**It's time to make changes for our  
2025 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 3, 2025 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residential customers who would like to make a name change, add a spouse's name or revise a listing type (published or unpublished).

# Customer Connection

February 2025

## From the Manager's Desk

Dear Valued Customer,

Protecting our online identity is of the utmost importance. Anti virus/anti spyware software, firewalls, and keeping our systems up to date are great security measures to keep us safe. One safety measure that is often overlooked is using strong and secure passwords. We all have excuses (they are hard to remember, they are too long, etc), but weak passwords are like locking the door but keeping the key in the lock - they can easily be broken by computer hackers and exposing your sensitive information.

A strong password is one of the best ways to defend your accounts and private information online. Here are some tips for creating strong passwords:

### Don't use predictable passwords

Choose random words and/or characters instead of relying on family or pet names, birthdays, schools, or any other information that is publicly available and easily accessed by hackers trying to crack your password. Don't use simple combinations like *password*, *123456*, or *abc123* as they are easy for hackers to guess.

### Opt for longer passwords or passphrases

The longer and more random the password, the harder it is to hack. At a minimum, your password should have at least 8 characters, but 16 or more characters is much more secure.

### Use special characters, numbers, and capital letters

Don't limit yourself to lowercase letters when creating a password. Using a combination of **lower and uppercase letters**, **numbers**, and **special characters** (like &, \*, @, \$, +, etc) makes it a lot less likely that your password will be cracked. Using a **passphrase** is an easy to remember option that can include a combination of special characters and numbers in place of certain letters). An example would be *am3R!cAth3Beau+1Fu!* (for America The Beautiful).

### Use unique passwords for each account

Never repeat the same password, even if you think it is super strong. Once a cybercriminal knows your password, they will try it on multiple sites and apps to gain access to your other accounts.

### Consider using a password manager

A password manager is an easy-to-use program that generates, stores, and even fills in all your passwords - so you only have to remember one strong password for the password manager itself. There are many password managers to choose from - some are free, and some cost money. Do your research and choose the one best for you.

## As Always, 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 by our customer service center.

Best Regards,

**Tim Hausman**

General Manager, Palmerton Telephone Company





**Palmerton  
TELEPHONE**

A PENCOR COMPANY

Serving this area since 1900

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

## Brain Teaser

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

**It belongs to you,  
but your friends use it more.  
What is it?**

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

Or send a 3"x 5" index card to  
**February Brain Teaser**  
**613 Third Street**  
**Palmerton, PA 18071**

Please include your name, address,  
daytime telephone number (to call only  
if you win), and your Brain Teaser answer.

All entries must be received by **2/20/25**.

**Good Luck!**

### DECEMBER 2024 WINNER

*Congratulations to*  
**Terry Engle**

of Bowmanstown, PA.

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

### DECEMBER TRIVIA QUESTION

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

### DECEMBER TRIVIA ANSWER

Your word

# Customer Connection

February 2025

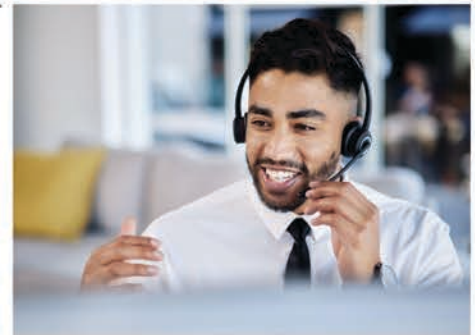
## Product of the Month

### LIVE Answer

When it comes to business, the last thing you want is a bad impression through a missed call. Even worse is a frustrated customer turning to a competitor when they can't speak to a real person and are faced with recorded messages, automated voice Trees, voice Bots, and voicemails.

Palmerton Telephone's **LIVE Answer** gives your customers a real human connection when you are unable to answer the phone. Live Answer offers **local, friendly operators available 24/7 and 365 days a year** to answer your calls and take messages so that you won't miss an opportunity.

Palmerton Telephone offers two LIVE Answer packages:



#### LIVE ANSWER (\$40.00/month)

- Great for small businesses and organizations who get few calls in a month.
- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer calls with your business/organization name and take messages.
- Simply call in to retrieve messages at your convenience.
- No contracts required.

#### LIVE ANSWER PRO (\$100.00/month)

- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer calls with your business/organization name.
- Your business determines which calls are required to be forwarded.\*
- Forward predetermined calls to a specified contact via phone, email, or email to text.
- Operators will take messages for "non-emergency" calls.
- Simply call in to retrieve "non-emergency" messages at your convenience.
- No contracts required.

\* Call forwarding service required to subscribe to LIVE ANSWER.



**This February, add a LIVE Answer package to your business phone service and receive FREE SETUP!**

For more information or to order,  
call **610.826.6650**.