



**Palmerton
TELEPHONE**

A PENCOR COMPANY

Serving this area since 1900

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: "900" Information Service Blocking

When enabled, our "900" Information Service Blocking feature prevents "900" number calls from being made by the customer - saving them from the incurring charges associated with those calls.

The initial blocking is provided at no charge upon customer request.

Subsequent requests for "900" Blocking will be provided at the prevailing Palmerton Telephone nonrecurring rate.

For more information about this service, 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residential customers who would like to make a name change, add a spouse's name or revise a listing type (published or unpublished).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

January 2025

From the Manager's Desk

Dear Valued Customer,

Happy New Year everyone! It is my wish that 2025 brings you and your family prosperity, new opportunities, joy, and health.

Knowing that many of you make resolutions to improve something in your lives, I would like to take a moment to promote two features that offer convenience and could save you some time.

Palmerton Telephone e-Bill and Paperless Billing

Signing up for e-Bill and Paperless Billing gives you on-the-go convenience to view and pay your bill anytime and anywhere. Instead of waiting for a paper bill in the mail, you can quickly access it from your email inbox. Paperless billing fits into your busy 24/7 schedule and can be accessed anywhere you have an internet connection.

Paperless billing reduces your carbon footprint and the clutter of filing your paper bills. Our e-Bill system enables you to see the past 12 months of your Palmerton Phone bills for reference.

Plus, e-Bill offers the added convenience of paying your bill online - saving you time and money on stamps and envelopes, or having to run to our customer service center to make a payment. You can make secure online payments using an electronic check or credit card (VISA or MasterCard).



The Convenience of Easy Pay

With Palmerton Telephone's Easy Pay, you can have your monthly bill automatically deducted from your checking or savings account. Easy Pay takes away the stress of having to remember whether or not you paid your bill, giving you more time to focus on and enjoy the things that are more important to 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, or stop by our customer service center.

Best Regards,
Tim Hausman

General Manager, Palmerton Telephone Company

2025
HAPPY NEW YEAR



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Brain Teaser

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

**What can be seen once in a minute,
twice in a moment,
but never in a thousand years?**

To enter, email the correct answer to
ptcmarketing@ptelco.com
with January Brain Teaser in the subject line.

Or send a 3"x5" index card to
January 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 **1/20/25**.

Good Luck!

NOVEMBER 2024 WINNER

Congratulations to

Louise Koons

of Palmerton, PA.

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

NOVEMBER TRIVIA QUESTION

First, I threw away the outside and cooked
the inside. Then I ate the outside and threw
away the inside. What did I eat?

NOVEMBER TRIVIA ANSWER

Corn on the cob

Customer Connection

January 2025

Product of the Month

Val-YOU Package

Our **Val-YOU Package** is created for YOU in mind. Get unlimited local and long distance service bundled with a suite of enhanced services - all for the low price of just **\$39.49 per month** (plus taxes and surcharges).

Take a look at the enhanced services offered in the package:

Deluxe Caller ID: see the telephone number and name of an incoming call on the customer provided display unit. The telephone number and name of an incoming call will display between the first and second rings.

Voice Mail: hear messages that callers leave in your mailbox when you are unable to answer the phone. New messages are saved for 30 days.

Touchtone: your basic phone service.

Repeat Call: if the called number is busy, repeat call automatically redials the number for up to 30 minutes and signals you if the called number becomes available.

Call Forwarding: allows you to forward incoming calls to another telephone number.

Call Waiting: allows you to receive a second call while you're already on a call. You can choose to answer the new call (and put your current call on hold) or ignore the new call.

Return Call: automatically redials the number of your last incoming call, and will continue to call that number for up to 30 minutes and signals you if that number becomes available.

Three-Way Calling: lets you add another caller to an existing call.

30-Number Speed Dial: allows you to set up 30 numbers for quicker access.

Unlimited Local and Long Distance Calling: provides unlimited minutes of direct local and long distance dialed calls (through Palmerton Long Distance) within the U.S., Canada, Mexico, Alaska, Puerto Rico, U.S. Virgin Islands, Guam, and the Northern Mariana. Calls outside of these areas will be billed at rates established by Palmerton Long Distance.

Bundle your service with the Val-YOU Package by January 31, 2025 and receive FREE ACTIVATION!

For more information or to order our
Val-YOU Package, call **610.826.6650**.

