



**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: Caller ID Blocking

When you make a call, the person you are calling may see your telephone number and/or name on their Caller ID display. If you would like to block your information from their Caller ID, you have two FREE blocking options:

- **Per Call Blocking** (blocks your Caller ID info for just that call)
- **Line Blocking** (blocks your Caller ID info for all calls)

Your information cannot be blocked from Caller ID for calls to 9-1-1, 800, 888, or 900 services.

To use Per Call Blocking, please dial the following before each call:

- \*67 (tone)
- 1167 (rotary)

To set up Line Blocking, please contact the Palmerton Telephone business office at 610-826-6650.

Should you want to remove Line Blocking, you will need to contact the Palmerton Telephone business office again. Should you decide to add Line Blocking again, there would be a charge to add it a second time.



## 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

November 2024

## From the Manager's Desk

Dear Valued Customer,

Did you know that Palmerton Telephone offers a program to help low-income residential customers keep their telephone service? The program is called **Lifeline 135** and is a government assistance program that gives a monthly credit for qualifying customers' telephone service.



### Qualifying Customer Choices

- **VOICE or BUNDLED VOICE SERVICE** provides a \$5.25 monthly credit for a customer's phone service.
- **INTERNET SERVICE**, if chosen, provides a \$9.25 credit on a qualifying internet service package (which may be part of a bundle).

### How to Qualify for the Lifeline 135 Program

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

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) - formerly known as 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.



### There are three ways to apply for Lifeline 135

1. Apply online at [www.lifelinesupport.org](http://www.lifelinesupport.org).
2. Apply by mail after downloading and printing the Lifeline application at [www.lifelinesupport.org](http://www.lifelinesupport.org).
3. Visit the **Palmerton Telephone business office** for assistance. Office hours are Monday-Friday from 8 am - 1 pm and 2 pm - 5 pm.

**Lifeline 135** is limited to one discount per household and is nontransferable. For more information on this federal program, visit [www.lifelinesupport.org](http://www.lifelinesupport.org) or contact the **Palmerton Telephone business office** at 610.826.6650.

### 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.

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

To enter, email the correct answer to  
[agraff@brctv.com](mailto:agraff@brctv.com)  
or send a 3"x 5" index card to  
**November 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 **11/20/24**.

**Good Luck!**

### SEPTEMBER 2024 WINNER

*Congratulations to*  
**Tom Heinick**

of Kunkletown, PA.

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

### SEPTEMBER TRIVIA QUESTION

What can be driven although  
it doesn't have wheels,  
sliced but stays whole?

### AUGUST TRIVIA ANSWER

A Golf Ball

# Customer Connection

November 2024

## Product of the Month

### Personal Emergency Alert

Whether for you or a loved one, ensuring peace of mind and independent living is of the utmost importance. Palmerton Telephone offers **Personal Emergency Alert**, a 24-hour a day emergency response service that can help maintain or regain the independence so many of us take for granted.

#### How It Works

Our trained technician comes to the home to install the alarm console unit. Your or your love one wears a waterproof "wrist-watch" or pendant that can summon help at the press of a button. Our local operators are able to talk to you or your loved one through the console unit and notify up to four predetermined contacts, including 9-1-1, family, other emergency personnel, or caregivers.



#### Where is Personal Emergency Alert Available

The service is available to anyone within the Palmerton Telephone service area AND to the nearby communities of Walnutport, Slatington, Lehighton, Parryville, Weissport, Kresgeville, Saylorsburg, and Effort.

**It's Peace of Mind for as little  
as \$17.95 per month**

Don't wait until something happens to you or a loved one - call us today at **610.826.6650** for more information or to order.

