



**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: Repeat Call

If you have ever tried to get in touch with someone only to get a busy signal, Repeat Call can help.

This feature automatically redials the last number dialed and will signal you with a special ring if the called number is available. If the called number is still busy, Repeat Call will keep dialing that number for up to 30 minutes.

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

To use this service, dial:

*66 (tone)
1166 (rotary phone)

Repeat Call is \$.50 per use.

You can also subscribe to Repeat Call for \$4.00 per month.

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



Our Community Calendar Is Back In Business!

We apologize for the issues we were having with our community calendar, but they are now fixed.

To submit an event:
go to www.ptelco.com
and select "Community
Calendar" from the
Menu.



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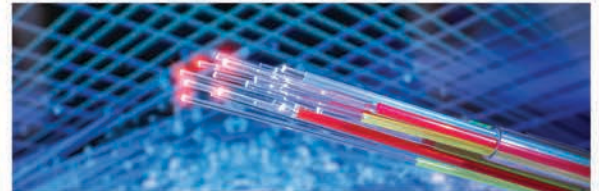
Customer Connection

March 2025

From the Manager's Desk

Dear Valued Customer,

As our fiber optic roll out continues, we appreciate your patience, as this process is time and labor intensive. Please know that while our Fiber Network may currently be available in limited areas, we are in the process of looking into other areas to expand our fiber footprint.



Why Fiber Internet

Speed: Unlike traditional copper cable that uses electricity to send data, our fiber optic lines transmit data using the speed of light, allowing larger amounts of information at higher speeds. With our Fiber Internet, you will have a choice of speeds up to **50 Mbps** or **100 Mbps**, much faster than our traditional DSL service.

Symmetry: With Fiber Internet, your download and upload speeds will be the same. Download speeds are how quickly you can browse and access the internet. Upload speeds are how quickly you can send data through the internet.

Reliability: When compared to traditional copper cables, our fiber optic lines are more resistant to electromagnetic signals and radio interference, can withstand more pounds of pressure, and can maintain signal strength much longer than copper lines.

We are looking to convert all DSL customers in Fiber ready areas

Once your area is fiber ready, you will receive a letter from us asking you to call the Palmerton Telephone Office to upgrade. **Please schedule your upgrade as soon as possible.**

We will eventually be discontinuing our DSL service in our Fiber ready areas, so it is important that you contact us to schedule your upgrade as soon as possible. Another advantage of scheduling your fiber upgrade sooner than later is that our new fiber internet speed packages are faster than our current DSL speeds, but their prices are lower than or equal to our Accelerate 5.0 DSL service. Go to our website and compare our DSL and Fiber internet packages to see the difference.



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



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Brain Teaser

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

**In a race, you pass the person
in second place.
What place are you in now?**

To enter, email the correct answer to
ptcmarketing@ptelco.com
with March 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 **3/20/25**.

Good Luck!

JANUARY 2024 WINNER

Congratulations to

Pam Andrews

of Palmerton, PA.

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

JANUARY TRIVIA QUESTION

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

JANUARY TRIVIA ANSWER

The letter "m"

Customer Connection

March 2025

Product of the Month

Personal Emergency Alert

Personal Emergency Alert offers peace of mind and security for your senior loved ones, family members recovering from surgery, or anyone who is at risk of losing their independence. It is a 24-hour a day emergency response service that can help maintain or regain the independence many of us take for granted.

How It Works

- 1) The user presses a button on a wearable device or base unit.
- 2) Our local operators are able to talk to and hear the caller through a special console.
- 3) After determining what help is needed, our operators will notify up to four predetermined contacts, including 911, family, friends, emergency personnel, caregivers, or others you designate for emergency contact.

What It Includes

- 1) A special console alarm unit and one waterproof wearable device (wristwatch or pendant). Additional devices available to purchase.
- 2) Our trained technicians install the special console alarm unit.
- 3) Our local operators available 24-hours a day to provide emergency support.

Commonly Asked Questions

- 1) **Can the operator hear me all of the time?**
No, the special console alarm unit is only activated through the wearable device or by the console.
- 2) **What if I accidentally activate the service?**
You have the ability to reset the alert while the special console alarm unit is dialing. If the call does connect to our operator, you simply just explain that you activated it by mistake.
- 3) **Can I wear the pendant in the shower?**
Yes, the pendant is waterproof and designed to be worn in the shower or bathtub for your protection.
- 4) **Will Personal Emergency Alert work if the power goes out?**
Yes, the special console alarm unit has internal standby batteries that allow you to use it even if there is a temporary power outage.

Personal Emergency Alert is peace of mind for as little as **\$17.95/month**.

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

Don't wait until after something happens to you or a loved one!
Order and get **FREE Installation**
in the month of March, 2025.

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

