



**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: Call Trace

If you ever had a life-threatening, obscene, or harassing phone call, hang up and **immediately** use Call Trace to send the number of the harassing call to the Palmerton Telephone office.

You then need to contact your local police to have them subpoena the phone number of the harassing call so that they can take legal action.

It is important to note that this feature **should only be used** to initiate legal action for harassing phone calls.

**To use this service, dial:**

\*57 (tone)  
1157 (rotary phone)

Call Trace is  
\$1.00 per use.

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



# Customer Connection

April 2025

## From the Manager's Desk

Dear Valued Customer,

If you find yourself getting way too many unwanted calls from telemarketing and scammers, there are a few things you can help to minimize the volume of such calls. Understanding that no solution is 100% foolproof, you may want to try a combination of tactics to combat the onslaught of unwanted or bogus calls.

**1) Sign Up For The "NATIONAL DO NOT CALL REGISTRY."** If you haven't done so already, go to the Federal Trade Commission's (FTC's) DO NOT CALL REGISTRY at [www.donotcall.gov](http://www.donotcall.gov) to add your number to their list for FREE.

Once registered, it will take about a month to really take effect. If you receive an unwanted call after being on the National Registry for 31 days, you can report it to the FTC.

**2) Utilize Palmerton Telephone's Enhanced Services.** We offer a variety of enhanced services to help combat unwanted calls, ranging from **CALLER ID, CALLER ID BLOCKING, ROBOBLOCK, SELECTIVE CALL REJECTION**, and **SELECTIVE CALL ACCEPTANCE**. For more information on these services, please visit our website at [www.ptelco.com](http://www.ptelco.com).

**3) Don't Answer Calls From Unknown Numbers.** When it comes to telemarketing and scam calls, the best thing to do is not to answer the call. Caller ID showing a "local" number may not always accurate - many scammers can "spoof" their number to make it appear to be a local number. So, if it is an unknown number, let it go to your voicemail/answering machine and call back if it is a legitimate call.



### What To Do If You Answer A Scam Call

- 1) Simply Hang Up.** Don't say anything. If you hear a recording asking you to press a button to stop receiving these calls, do not do it and simply hang up. Scammers often use this trick to identify potential targets.
- 2) Do Not Respond To Any Questions.** Scammers may be recording the call, so even answering a simple question with a "Yes" response may give them all they need to take advantage of you. Never give out personal or sensitive information if the call is unexpected or suspicious.
- 3) Hang Up And Call Back Using A Number From A Trusted Source.** If the caller identifies themselves as a representative from a company or government agency, hang up and call back using a phone number listed on a billing statement, the phone book, or the the company's or government's official website to verify the authenticity of the call. DO NOT rely on an unconfirmed call-back number provided by the caller.

### 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



Learn more about **e-Bill** and **Easy Pay**.  
Information is at the bottom of our  
homepage at [www.ptelco.com](http://www.ptelco.com).



View this and past newsletters on our website.  
Simply highlight the menu on our homepage  
and select Customer Newsletters.





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## Brain Teaser

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

**What do you lose  
the moment you share it?**

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

Or send a 3"x 5" index card to  
**April 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 **4/20/25**.

**Good Luck!**

### FEBRUARY 2025 WINNER

*Congratulations to*  
**Belva Greene**  
of Palmerton, PA.

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

### FEBRUARY TRIVIA QUESTION

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

### FEBRUARY TRIVIA ANSWER

Your name

# Customer Connection

April 2025

## Product of the Month

### Internet

Palmerton Telephone offers two options for Internet service.

#### **FIBER INTERNET** - available in limited areas

Our new Fiber Internet offers faster and symmetrical speeds – meaning your download and upload speeds are the same. Not only are the speeds equal, but everything is faster and the latency is lower.

Our two fiber internet packages include:



#### **FIBER 100**

Downloads/Uploads up to 100 Mbps

**\$39.95/month**

for stand-alone Fiber Internet

#### **FIBER 50**

Downloads/Uploads up to 50 Mbps

**\$29.95/month**

for stand-alone Fiber Internet

#### **DSL INTERNET** - available in non-fiber areas

DSL service offers you a constant, always-on high-speed connection to the Internet that doesn't tie up your telephone line, and you'll never get a busy signal. Just turn on your computer, log in, and you're online!

Our two DSL internet packages include:



#### **Accelerate 10.0**

Downloads up to 10 Mbps / Uploads up to 1 Mbps

**\$49.95/month**

for stand-alone Internet

#### **Accelerate 5.0**

Downloads up to 5 Mbps / Uploads up to 1 Mbps

**\$39.95/month**

for stand-alone Internet

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



\* Speeds shown are maximum. Your speed may be less depending upon such factors as the length of the circuit connecting your premises to our central office. Additional modem fees apply. Standard installation charges apply.