



**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: Selective Call Rejection

This feature allows you to create a predesignated screening list of phone numbers you do not want to receive calls from.

When someone tries calling you from one of the numbers on your list, their call is automatically rejected. The caller receives an announcement indicating that the party they are trying to reach does not wish to receive calls at this time.

To use this service, dial:

*60 (tone)
1160 (rotary phone)

To discontinue this service, dial:

*80 (tone)
1180 (rotary phone)

Selective Call Rejection is
\$5.00 per month.

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



Learn more about **e-Bill** and **Easy Pay**.
Information is at the bottom of our
homepage at www.ptelco.com.

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

Customer Connection

June 2025

From the Manager's Desk

Dear Valued Customer,

Many people have misconceptions as to what is the purpose of the **National Do Not Call Registry**. According to the Federal Trade Commission (FTC), the registry is designed to stop unwanted sales calls from real companies that follow the law. Legitimate telemarketing companies use this list to know which numbers they are not authorized to call based on this free registry for home and cell phone numbers.

The Registry WILL NOT Block All Unwanted Calls

Placing your phone number on the **National Do Not Call Registry** acts as a guideline, telling **legitimate** businesses that you do not want to receive marketing calls from them. It **will not** prevent scammers and other unscrupulous actors from making illegal calls in their efforts to gain financially at your expense.

What to do if you Receive an Unwanted Legitimate Telemarketing Call

Companies that illegally call numbers on the National Do Not Call Registry or place an illegal robocall can currently be fined up to \$50,120 per call. If you receive such a call and are on the **National Do Not Call Registry**, use the streamlined reporting form at DoNotCall.gov. If you are not currently registered, you can do so for free.

What to do if you Receive a Spam/Fraudulent Call

If you receive one of these calls, you should **hang up immediately**. DO NOT provide them with any personal or financial information. You can choose to block these numbers (using various call blocking options, like our RoboBLOCK service) and/or report it to ReportFraud.ftc.gov. When reporting fraudulent calls, the following information is very helpful:

- **your number** (the number that received the call)
- **the number that's on your caller ID** (even if you think it might be spoofed or faked)
- **any number you're told to call back**
- **the date and time of the call** (if you're able to)

Calls the FCC Allows Even with the Registry

The FCC rules do allow the following calls that DO NOT include any sales pitches, even if you are registered on the **National Do Not Call Registry**:

- political calls
- purely informational calls
- calls from charities
- survey calls
- debt collection calls

For more information regarding the **National Do Not Call Registry**, please visit DoNotCall.gov.



Thank You for Choosing Palmerton Telephone Company.

If you want to know more about our **RoboBLOCK** service to help eliminate many of the annoying and misleading spam calls you may be receiving, please contact the **Palmerton Telephone business office** at 610.826.6650, stop by our customer service center, or visit our website at www.ptelco.com.

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.

No matter how little or how much
you use me, you change me every month.
What am I?

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

Or send a 3"x 5" index card to
June 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 **6/20/25**.

Good Luck!

APRIL 2025 WINNER

Congratulations to
Mildred Johnson
of Palmerton, PA.

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

APRIL TRIVIA QUESTION

What do you lose
the moment you share it?

APRIL TRIVIA ANSWER

A secret

Customer Connection

June 2025

Product of the Month

Personal Emergency Alert

Palmerton Telephone's **Personal Emergency Alert** is a 24-hour emergency response service that can help maintain or regain the independence many of us take for granted.



Our trained technicians install the alarm unit. You or your loved one simply wears a waterproof "wristwatch" or pendant that can be activated to quickly summon help in case of an emergency, such as a fall or medical issue. Our local operators can talk and hear the "caller" through the alarm unit, determine what help is needed, and notify designated contacts to send vital assistance when every second counts.



Personal Emergency Alert offers peace of mind knowing that help is always just a button press away - for **as little as \$17.95 per month**. It 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.

Don't wait until after something happens to you or a loved one!
Order by June 30, 2025 to receive **FREE INSTALLATION**.

Call us today at **610-826-6650** to order, or visit our website at **ptelco.com** for more information.