



**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: RoboBLOCK

Spammers and scammers using robo calls with fake caller ID numbers are annoying and a potential threat to you and your finances.

Placing your number on the Do Not Call registry will not stop all nuisance calls.

The FCC allows phone companies to block robo callers using fake caller id numbers upon customer request of their customers.

Our RoboBLOCK service helps eliminate many of these annoying and misleading calls.

RoboBLOCK is \$1.00 per month.

For more information, call 610.826.6650.



## 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

July 2025

## From the Manager's Desk

Dear Valued Customer,

Summer storms can bring heavy rain and strong winds, which can be very dangerous to you and your home. Following a few simple steps can help keep you safe when storms hit.



### Before a storm:

- Prepare a storm emergency kit that includes bottled water, a three-day supply of non-perishable food, a first aid kit, and flashlights
- Fully charge battery-powered devices before the storm is expected to arrive
- Make sure you have a supply of disposable batteries
- Protect your electric devices by plugging them into a surge protector, or unplug them before the storm arrives
- Prepare your yard by trimming trees and shrubs that could fall and damage wires
- Secure or store loose outdoor items that could blow away, such as trash cans, patio furniture, and decorations
- Shelter animals inside or ensure they have the same level of protection that you do

### During a storm:

- Use a flashlight instead of candles if the lights go out
- Avoid plumbing and wiring that can transmit electricity
- Stay inside and away from windows, skylights, and glass doors
- Use only wireless electronics
- Never run a generator indoors

### After a storm:

- Stay inside for at least 30 minutes after the last sounds of thunder
- Survey your property for hazards before letting children and animals outside
- Call your utility company if you see any downed wires, but never go near them



Should you experience a weather-related phone service interruption, please note that there are many factors that can impact how quickly we can restore your service. But when bad weather strikes, our team of technicians, engineers, and customer service representatives spring into action to restore your service as quickly and safely as possible.

### 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](http://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.

How can you use the numbers 2, 3, 4, and 5  
and the symbols + and = to make  
a true math equation?

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

Or send a 3"x 5" index card to  
**July 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 **7/20/25**.

**Good Luck!**

### MAY 2025 WINNER

*Congratulations to*  
**Angelina Zangara**  
of Kunkletown, PA.

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

### MAY TRIVIA QUESTION

I am the beginning of the end and the end  
of time and space. I am essential to creation,  
and I surround every place. What am I?

### APRIL TRIVIA ANSWER

The letter "E"

# Customer Connection

July 2025

## Product of the Month

### LIVE Answer

**Let us answer your calls when you are unable to!**

Separate your business from all the rest with **Live Answer**, Palmerton Telephone Company's business answering service. Our **local**, friendly operators are available **24/7** and **365 days a year** to answer your calls whenever you need them to. Live Answer does not use recorded messages or voicemails, your customers will always talk to a **live** person.

**Palmerton Telephone offers two LIVE Answer packages:**

#### LIVE ANSWER - \$40 per month



- Great for small businesses and organizations who get few calls in a month.
- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer calls with your business/organization name and take messages.
- Simply call in to retrieve messages at your convenience.
- No contracts required.

#### LIVE ANSWER PRO - \$100 per month

- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer calls with your business/organization name.
- Your business determines which calls are required to be forwarded.
- Forward predetermined calls to a specified contact via phone, email, or email to text.
- Operators will take messages for "non-emergency" calls.
- Simply call in to retrieve "non-emergency" messages at your convenience.
- No contracts required.



**Order before July 31, 2025 to receive FREE setup!**

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

\* Call forwarding service required to subscribe  
to LIVE Answer.

