

[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: Return Call

Return Call automatically redials the number of the last incoming call, whether the call was answered or not.

If the called number is busy, Return Call will keep dialing that number for up to 30 minutes and signal the calling party with a special ring if the called number is available.

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

**To use:**  
dial \*69 (touch tone)  
dial 1169 (rotary)

**Return Call is**  
• \$0.50 per use.  
• \$4.00 per month subscription.

Return Call is one of the many features included in Palmerton Telephone's Val-YOU Package.

**For more information, call  
610.826.6650.**



# Customer Connection

August 2025

## From the Manager's Desk

Dear Valued Customer,

It's hard to believe that the academic school year will be kicking off soon, but now is the time to prepare if you have students in your household. We all know that once the school day is over, the learning doesn't stop. Homework assignments, research projects, and group discussions often extend beyond regular school hours.



### Palmerton Telephone Can Be a Reliable Education Partner

Internet access is a critical component in today's education process. Whether it's virtual classes, online research, video presentations, or zoom meetings for group projects, a reliable internet connection plays an integral part in the academic success for students today.

Palmerton Telephone offers **reliable** and **affordable internet connections** to meet your student's needs. Whether you choose our Fiber Internet (available in limited areas), or DSL, Palmerton Telephone can provide an optimal connection to support your student academic growth.



### Join us in embracing your child's future of learning

Our local customer support team is here to help you determine the best speed for your household's needs, ensuring that no matter the learning demands, you have the optimal connection to support your child's education need - from accessing resources to submitting assignments and communicating with teachers effortlessly.

Here's to successful school year filled with knowledge, growth, and learning.



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.



### 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





**Palmerton  
TELEPHONE**

A PENCOR COMPANY

Keeping you connected

[www.ptelco.com](http://www.ptelco.com)

## August Brain Teaser

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

**In my hand, I have two coins that are  
newly minted. Together, they total 30 cents.  
One isn't a nickel. What are the coins?**

### ALL ENTRIES MUST INCLUDE THE FOLLOWING:

Your Name, Address, and  
Daytime Telephone Number

#### To enter by email:

Send your answer and information to  
[ptcmarketing@ptelco.com](mailto:ptcmarketing@ptelco.com)  
with **August Brain Teaser** in the subject line.

#### To enter by mail:

Send a 3"x 5" index card  
with your answer and information to  
**August Brain Teaser**  
613 Third Street  
Palmerton, PA 18071

ENTRIES MUST BE RECEIVED BY 8/20/25

**Good Luck!**

### JUNE 2025 WINNER

*Congratulations to*

**Martin J. Tyahla**

of Palmerton, PA.

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

### JUNE TRIVIA QUESTION

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

### JUNE TRIVIA ANSWER

A calendar

# Customer Connection

August 2025

## Product of the Month

### Internet

It's hard to imagine life without internet access these days, with streaming, gaming, surfing, social media, and email all prevalent in our day-to-day activities. Palmerton Telephone offers several options when it comes to internet service:

#### FIBER INTERNET - available in limited areas

With faster and symmetrical speeds for downloads and uploads, Palmerton Telephone's Fiber Internet is faster and reliable with less lag time and greater bandwidth. Choose between two Fiber Internet packages:

#### 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

Our DSL service offers a constant, always-on high speed internet connection that doesn't tie up your phone line, so you will never get a busy signal just for being online.

#### 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

**Save \$10/month** when you bundle your Palmerton Telephone Internet Service with our **Val-YOU Package!**

For more information about our Fiber and/or DSL Internet, visit our website at [ptelco.com](http://ptelco.com) or call **610-826-6650**.