

[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: CALLER ID BLOCKING

When you make a call, your phone number and/or name may be seen on the recipient's Caller ID. To block this information from being displayed, you have two options:

- **PER CALL BLOCKING**
  - FREE on a per call basis
  - To use, before each call, simply dial
    - \*67 (touch tone)
    - 1167 (rotary)
- **PER LINE BLOCKING**
  - Blocks your caller ID for all calls
  - To activate, please call 610.826.6650
  - To remove Per Line Blocking, simply dial:
    - \*82 (touch tone)
    - 1182 (rotary)
  - Should you wish to reactivate Per Line Blocking, you will be charged a set-up fee.

**Please Note:** Display of your telephone number on calls to 911 and to 800, 888 and 900 services cannot be blocked.

**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

September 2025

Available the afternoon of August 28!

## SIMPLIFIED BILL PAYMENTS

We are making it easier to pay your bill.

Visit [www.ptelco.com](http://www.ptelco.com) for more information.



## From the Manager's Desk

Dear Valued Customer,

We are pleased to announce that on the afternoon of August 28, 2025, we launched a new and improved bill pay experience through **Paymentus** - a best in class electronic bill presentment and payment (EBPP) provider. They are a cloud-based bill payment technology solution and are currently used by more than 1,900 billers and financial institutions throughout the country. Paymentus was rated as the #1 EBPP provider by Aite-Novarica.

### What This Means for You

Paymentus offers an intuitive customer payment portal for simplified account management and is a one-stop shop to view your Palmerton Telephone bill and historical account information.

You will be able to set up automatic and/or scheduled payments with a variety of payment options.

This new bill pay platform offers eBill and mobile friendly communications, including notifications and payment reminders.

### AutoPay Payments

If you previously used AutoPay and your payment method isn't set to expire within the next 90 days, your data is automatically migrated to the Paymentus system and your payments will continue to be made using your preferred payment method. You may change these settings at any time by visiting the account management section on the new Paymentus bill pay platform.

If your AutoPay payment method expires/expired within the next 90 days, you will have to re-register in the Paymentus system to reset your payment method and AutoPay status.

**For more information on this change, visit our website at [www.ptelco.com](http://www.ptelco.com), call the Palmerton Telephone business office at 610.826.6550, or stop by our customer service center.**

Thank You for Choosing Palmerton Telephone Company.

Best Regards,  
**Tim Hausman**

General Manager, Palmerton Telephone Company

**DID  
YOU  
KNOW**

**In an emergency, your landline identifies your exact location, so emergency personnel know immediately where to respond.**

**Cell phone locations can only be identified via the nearest cell tower, meaning that first responders can only get a broad area, not your exact, pinpointed location.**





**Palmerton  
TELEPHONE**

A PENCOR COMPANY

Keeping you connected

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

# Customer Connection

September 2025

## Product of the Month

### Val-YOU Package

Our **Val-YOU Package** is created for YOU in mind. Get unlimited local and long distance service bundled with a suite of enhanced services - all for the low price of just **\$39.49 per month** (plus taxes and surcharges).

Take a look at the enhanced services offered in the package:

- **Deluxe Caller ID:** see the telephone number and name of an incoming call on the customer provided display unit. The telephone number and name of an incoming call will display between the first and second rings.
- **Voice Mail:** hear messages that callers leave in your mailbox when you are unable to answer the phone. New messages are saved for 30 days.
- **Touchtone:** your basic phone service.
- **Repeat Call:** if the called number is busy, repeat call automatically redials the number for up to 30 minutes and signals you if the called number becomes available.
- **Call Forwarding:** allows you to forward incoming calls to another telephone number.
- **Call Waiting:** allows you to receive a second call while you're already on a call. You can choose to answer the new call (and put your current call on hold) or ignore the new call.
- **Return Call:** automatically redials the number of your last incoming call, and will continue to call that number for up to 30 minutes and signals you if that number becomes available.
- **Three-Way Calling:** lets you add another caller to an existing call.
- **30-Number Speed Dial:** allows you to set up 30 numbers for quicker access.
- **Unlimited Local and Long Distance Calling:** for all dialed calls through Palmerton Long Distance within the U.S., Canada, Mexico, Alaska, Puerto Rico, U.S. Virgin Islands, Guam, and the Northern Mariana. Calls outside these areas will be billed at rates established by Palmerton Long Distance.

**Bundle your service  
with the Val-YOU Package  
by September, 2025 and  
receive FREE ACTIVATION!**

For more information or to  
order our Val-YOU Package,  
call **610.826.6650**.



## September Brain Teaser

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

**What four-letter word can be written  
forward, backward, or upside down and  
can still be read from left to right?**

### 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 **September Brain Teaser** in the subject line.

#### To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 9/20/25

**Good Luck!**

### JULY 2025 WINNER

*Congratulations to*  
**Catherine Miller**  
of Lehighon, PA.

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

### JULY TRIVIA QUESTION

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

### JULY TRIVIA ANSWER

$2 + 5 = 3 + 4$