

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 FORWARDING

Don't miss calls that are important to you. With Selective Call Forwarding, you can forward incoming calls from up to ten telephone numbers within the 610 calling area to another telephone number.

Selective Call Forwarding is \$3.50 per month.

- **TO ACTIVATE THIS SERVICE, DIAL**
 - *63 (touch tone)
 - 1163 (rotary)
- **TO DISCONTINUE THIS SERVICE, DIAL**
 - *83 (touch tone)
 - 1163 (rotary)

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

**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. Just select the "Menu", and then "Community Calendar".



Customer Connection

October 2025

From the Manager's Desk

Dear Valued Customer,

Lifeline 135 is a government benefit program that provides eligible low-income customers a discount on monthly service for telephone, Broadband Internet, or a combination of telephone/internet service from a landline provider. This program helps ensure that these customers have the opportunities and security that telephone and internet service provides and allows them to connect to jobs, family, health care, schools, and 911 emergency services.

Lifeline 135 provides a \$5.25 per household per month discount on landline phone service or a \$9.95 per household per month discount on qualifying internet service. This discount appears in the form of a reduction on your Palmerton Telephone monthly statement. This discount is limited to one discount per household and is non-transferable.

You qualify for **Lifeline 135** if you are in one of these programs:

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) - formerly food stamps
- Medicaid
- Veteran's Pension or Supervisor's Pension Benefit
- Supplemental Nutrition Assistance Program (SNAP) - formerly food stamps

You can also qualify for **Lifeline 135** if your yearly household income is at or below 135% of the Federal Poverty Guidelines.

You can apply for **Lifeline 135** with one of these options:

- Apply online at www.lifelinesupport.org
- Apply by mail after you download and print the application at www.lifelinesupport.org
- Visit the Palmerton Telephone business office for assistance.
Our office hours are Monday-Friday from 8 am - 1 pm and 2 pm - 5 pm.

For more information on this federal program:

- Visit www.lifelinesupport.org
- Call the Palmerton Telephone business office at **610.826.6650**
- Stop by the Palmerton Telephone business office during our office hours
- Visit the Palmerton Telephone website at www.ptelco.com and go to Lifeline 135 under the menu options

Thank You for Choosing Palmerton Telephone Company.

Best Regards,
Tim Hausman
General Manager, Palmerton Telephone Company

Now Available!

SIMPLIFIED BILL PAYMENTS

We are making it easier to pay your bill.

Visit www.ptelco.com for more information.



October Brain Teaser

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

**Alexis was born on December 31st but
always celebrates her birthday in the
summer. Why?**

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
with **October Brain Teaser** in the subject line.

To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 10/20/25

Good Luck!

AUGUST 2025 WINNER

**Congratulations to
Josephine Mihalek**
of Palmerton, PA.

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

AUGUST TRIVIA QUESTION

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?

AUGUST TRIVIA ANSWER

A quarter and a nickel. (Only one isn't a nickel)

Customer Connection

October 2025

Product of the Month

PERSONAL EMERGENCY ALERT

Personal Emergency Alert offers peace of mind knowing that help is always just a button press away. It is a 24-hour emergency response service that helps seniors, family members recovering from surgery, or anyone at risk of losing their independence.

For as little as **\$17.95 per month**, **Personal Emergency Alert** is available to anyone within the Palmerton Telephone service area, as well as the nearby communities of Walnutport, Slatington, Lehighton, Parryville, Weissport, Kresgeville, Saylorsburg, and Effort.



How It Works

1. The user presses a button on a wearable device or the base unit.
2. Our local operators are able to talk to and hear the user through a special console.
3. After assessing the situation, the operators are able to notify up to four designated emergency contacts (911, family, friends, emergency personnel, caregivers, or others designated to be contacted in case of an emergency).



What It Includes

1. A special console alarm unit and one waterproof wearable device (either a "wristwatch" or pendant). Additional devices are available to purchase.
2. Installation of the special console alarm unit by Palmerton Telephone trained technicians.
3. 24-hour emergency support provided by Local Palmerton Telephone operators.

Don't wait until something happens to you or a loved one!

Order by October 31, 2025 to
receive **FREE INSTALLATION**.

For more information,
visit our website at www.ptelco.com
or call Palmerton Telephone at
610.826.6650 to order.

