

[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: 411 DIRECTORY ASSISTANCE

When you need directory assistance, think **4-1-1** first. 4-1-1 is a national directory service that is cheaper than dialing the 555-1212 directory service and is available to anyone without sign up, monthly, or registration fees.

**4-1-1 directory service costs 75 cents per call.** You can also opt to use their optional call connect to have the operator connect you to the number you are requesting for an additional 25 cents per minute.

As a special courtesy to our customers, Palmerton Telephone offers our own local directory assistance service. Palmerton Telephone customers can simply dial **610.826.0411** to request local telephone numbers within the Palmerton Telephone coverage area.

**Your first two uses of our own local directory assistance service are FREE.** Additional use is only 35 cents per call.

Unlisted telephone numbers cannot be given out.

For more information, visit [www.ptelco.com](http://www.ptelco.com) and search for **411 Directory Assistance** under the **Menu** option.



## ! IMPORTANT NOTICE

**It's time to make changes for our  
2026 Telephone Directory.**

We're working on the new directory, which will be distributed this summer, but the deadline for revisions in our telephone book listing is quickly approaching.

**Please contact us by March 3, 2026  
to make any name changes.**

This includes residential customers who would like to make a name change, add a spouse's name or revise a listing type (published or unpublished).

# Customer Connection

January 2026

## From the Manager's Desk

Dear Valued Customer,

According to the Federal Trade Commission (FTC), the second most common way scammers reached out to victims in 2024 was by phone (the first was by email). However, losses resulting from scam calls was nearly double the losses from scam emails.

Scammers are very adept to use different tactics to steal your money and/or your personal identity. Here are some common scams that often start out as phone calls:

### An Urgent Issue with a Government Agency

Be wary of calls stating that there is an issue with your Social Security, Medicare, or that you owe back taxes ... especially when they say it can be resolved by providing personal information or immediate payment over the phone.

### Quick and Easy Debt Solutions

Unsolicited calls claiming to help resolve debt, fix your credit score, or that you qualify for government grants should raise a red flag.

### Account Issues

Calls asking you for sensitive information over the phone regarding issues with various accounts (like banking or online shopping accounts), claims that you are suspected of criminal activity, or offering to help move your money for "safekeeping" are suspicious.

### Big Winner Claims

Don't fall for any calls claiming you won a big prize or sweepstakes that ask you to pay taxes or fees before collecting your winnings.

### Charitable Donation Solicitations

While some of these calls may be real, it is advisable to do your due diligence to verify the legitimacy of these organizations and any payment methods.

### Your Child/Grandchild is in Trouble

Be aware of scammers posing as family members claiming to need money fast after being in an accident or under arrest.

### Expired Car Warranty

Scammers often play off of fears of high repair expenses without warranties.

### Missed Jury Duty

Don't fall for scammers stating that you have an arrest warrant for failure to show up for jury duty and that you can avoid jail time by paying them a fee over the phone.

Your best lines of defense against phone scams include:

- The FTC's Do Not Call Registry
- Using call blocking tools like our RoboBlockto weed out spam/scam calls
- Not sharing your personal and/or financial information with callers you don't know.
- Not answering calls from unknown numbers
- Verifying callers and all information they provide through a trusted source

Thank You for Choosing  
Palmerton Telephone Company.

Best Regards,

**Tim Hausman**

General Manager, Palmerton Telephone Company







**Palmerton  
TELEPHONE**

A PENCOR COMPANY

Keeping you connected

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

## January Brain Teaser

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

What do you get when you  
divide 30 by half  
and add 10?

### ALL ENTRIES MUST INCLUDE THE FOLLOWING:

Your Name, Address, and  
Daytime Telephone Number

#### To enter by email:

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

#### To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 1/20/26

Good Luck!

### NOVEMBER 2026 WINNER

#### Congratulations to

**Frank J. Hall**

of Kunkletown, PA.

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

### NOVEMBER TRIVIA QUESTION

A doctor and a bus driver are both in love with the  
same woman. The bus driver had to go on a long  
trip that would last a week. Before he left, he gave  
her seven apples. Why?

### NOVEMBER TRIVIA ANSWER

An apple a day keeps the doctor away.

# Customer Connection

January 2026

## Product of the Month

### Val-YOU PACKAGE

Palmerton Telephone's **Val-YOU Package**  
offers unlimited local and long distance  
service bundled with a suite of enhanced  
services - all for **\$39.49 per month\***.

Here are the enhanced services included  
in this package:

**Deluxe Caller ID** - The telephone number  
and name of incoming calls displays  
between the first and second rings on the  
customer provided unit.

**Voice Mail** - Incoming callers can leave  
voice messages in your mailbox when  
you are unable to answer the phone.  
Messages are saved for 30 days.

**Touchtone** - Your basic phone service.



**Repeat Call** - Automatically redials  
the number you called if busy for up  
to 30 minutes and signals when your  
call goes through.

**Call Forwarding** - Forwards incoming  
calls to another telephone number.

**Call Waiting** - Put your current call on  
hold to answer a new incoming call  
(or choose to ignore the new  
incoming call).



**Three-Way Calling** - Add an additional caller to an existing call.

**30-Number Speed Dial** - Set up 30 phone numbers for quicker access.

**Unlimited Local and Long Distance** - Includes all calls through Palmerton  
Long Distance within the Continental United States, Canada, Mexico, Alaska,  
Puerto Rico, U.S. Virgin Islands, Guam, and Northern Mariana. Calls not  
covered will be billed at rates established by Palmerton Long Distance.

**Bundle your service  
with the Val-YOU Package  
by January 31, 2026 and  
receive FREE ACTIVATION!**

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

\* Taxes, Universal Service Fund, 911,  
and other charges are additional.

