

[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 / DELUXE CALLER ID

Palmerton Telephone offers **Caller ID** as an optional feature allowing customers to see the telephone number of an incoming call on a display unit purchased by the customer. The incoming call number will display between the first and second ring. Caller ID is available through a monthly subscription and only works in certain areas.

**Residential:** \$6.00/month    **Business:** \$8.00/month

Customers can choose to upgrade to **Deluxe Caller ID**, which shows the telephone number and name of the incoming call on a display unit purchased by the customer. This information will display between the first and second ring.

**Residential:** \$7.00/month    **Business:** \$9.00/month

Both Caller ID and Deluxe Caller ID include **Anonymous Call Rejection (ACR)**, which provides the ability to reject calls from incoming calls who have blocked the display of their Caller ID information.

Dial \*77 (tone) or 11 (rotary) to **activate ACR**.  
Dial \*87 (tone) or 1187 (rotary) to **deactivate ACR**.



# Customer Connection

December 2025

## From the Manager's Desk

Dear Valued Customer,

Internet is a huge part of our daily lives, and with online holiday shopping in full swing, we would like to take a few moments to emphasize how important it is to be mindful of your internet safety. The more online accounts and devices you have, the greater the opportunity for cybercriminals to cause you harm.

Here are a few tips that can help you minimize your online risk.

### Fake Websites/Online Scams

It is crucial to ensure that any website you visit, especially e-commerce sites where you are providing your personal and financial information, is reliable and secure. Looking for URLs that begin with "HTTPS" (the "S" stands for "secure") rather than "HTTP" and have a padlock icon in the address bar is a good start. Other things to look out for include:

- Websites free from spelling and grammar mistakes
- Clear images that fit the screen correctly
- The website accepts standard online payments like credit/debit cards or PayPal (or other reputable payment options). Red flags to a fraudulent website could include uncommon payment options.

### Suspicious Links

Clicking on a suspicious or malicious link can infect your device with malware and expose your personal information. By browsing consciously and avoiding links from untrusted sources, spam or untrusted emails, online quizzes, clickbait, and unsolicited ads/offers, you can avoid many of the links that can cause you harm.

### Use Secure Internet Connections

While a private internet connection is preferable, sometimes it is necessary to use public WiFi when you are out and about. Public WiFi offers you no direct control over your internet security and leaves you vulnerable to cyber attacks.

Using a VPN (Virtual Private Network) is one way to insure your online activity is safe and secure. If you have to use public WiFi without a VPN, it is recommended that you avoid online banking, shopping, or other personal transactions that could expose your sensitive information to bad actors.

### Review and Understand Privacy Policies

Many of us accept privacy policies without reading them, but both marketers and hackers can learn a lot from your online activity. It is a good idea to review privacy policies before you accept them, so you can understand and make decisions on how you want your data collected and utilized.

While web browsers, mobile operating systems, social media and other websites may have settings to help protect your online privacy, very little online data is totally secure. Hackers, website administrators, and even law enforcement may still be able to gain access to information you deem private.

Our best advice to keeping yourself safe online is to be cautious and aware of what you are clicking on, use good and updated antivirus software, and only use trusted websites when providing sensitive information about yourself.

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)

# Customer Connection

December 2025

## Product of the Month

### INTERNET

Much of today's world is driven by internet access - streaming, gaming, surfing, social media, and email are just a few examples of how people use internet in their day-to-day lives. Palmerton Telephone offers you several internet options.



#### 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. Choose between two DSL Internet packages:

##### 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

Plus, you can **save \$10/month** when you bundle your Palmerton Telephone Internet service with our Phone service with our Val-YOU Package!

For more information about our internet service, visit our website at [www.ptelco.com](http://www.ptelco.com) or call Palmerton Telephone at **610.826.6650** to order.



## December Brain Teaser

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

What is 3/7 chicken,  
2/3 cat and 2/4 goat?

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

#### To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 11/20/25

Good Luck!

#### OCTOBER 2025 WINNER

**Congratulations to  
Larry Arner**

of Palmerton, PA.

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

#### OCTOBER TRIVIA QUESTION

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

#### OCTOBER TRIVIA ANSWER

She lives in the Southern Hemisphere.