

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's **Caller ID** is an optional feature that shows the phone number of an incoming call on the display unit purchased by the customer. The incoming phone number will be displayed between the first and second rings.

CALLER ID

Residential service: \$6.00 per month
Business service: \$8.00 per month

Caller ID also provides the ability to reject calls for incoming calls who have blocked the display of their number from Caller ID. Customers subscribing to Caller ID can activate this function by dialing *77 (tone) or 1177 (rotary) and can deactivate the function by dialing *87 (tone) or 1187 (rotary).

Deluxe Caller ID is an optional feature that works just like Caller ID, but it shows both the name and phone number for an incoming call.

DELUXE CALLER ID

Residential service: \$7.00 per month
Business service: \$8.00 per month

NOW AVAILABLE SIMPLIFIED ONLINE BILL PAYMENTS

We made it easier to
pay your bill.

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for more information.

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Customer Connection

April 2026

From the Manager's Desk

Dear Valued Customer,

Palmerton Telephone offers a program to help our low-income residential customers keep their telephone and/or high speed internet service. The program is called **Lifeline 135** and is a government assistance program that provides qualifying customers a monthly credit towards their service. The following credit options are available:

- A \$5.25 per month discount on landline phone service.
- A \$9.25 per month discount on qualifying internet service.

Qualifying customers are limited to one discount per household per month. The discount is non-transferrable. The discount will appear as a reduction on your Palmerton Telephone monthly billing statement.

HOW TO QUALIFY FOR LIFELINE 135

Customers qualify for Lifeline 135 if they are in one of the following programs:

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Veterans Pension Benefits
- Federal Public Housing Assistance

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

HOW TO APPLY FOR LIFELINE 135

- Apply online at www.lifelinesupport.org
- Download and print out the application at www.lifelinesupport.org and mail in the completed form
- Visit the Palmerton Telephone Business Office for assistance. Office hours are Monday-Friday from 8 am - 1 pm and 2 pm - 5 pm.



For more information on this federal program, please visit the Universal Service Administrative Company (USAC) at <https://www.lifelinesupport.org> or contact the Palmerton Telephone Company Business Office at **610.826.6650**.

Contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at **1.800.692.7380** or <https://www.puc.pa.gov/complaints/informal-complaints>.

Thank You for Choosing Palmerton Telephone.

Best Regards,

Tim Hausman

General Manager,
Palmerton Telephone Company





Palmerton TELEPHONE

A PENCOR COMPANY

Keeping you connected

www.ptelco.com

April Brain Teaser

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

Spelled forwards, I'm something you do every day.
Spelled backwards, I'm something you hate.
What am I?

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 **April Brain Teaser** in the subject line.

To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 4/20/26

Good Luck!

FEBRUARY 2026 WINNER

Congratulations to Leonard Breiner of Palmerton, PA.

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

FEBRUARY 2026 TRIVIA QUESTION

What has a neck but no head,
two arms but no hands?

FEBRUARY 2026 TRIVIA ANSWER

A Shirt

Customer Connection

April 2026

Product of the Month

LIVE ANSWER

When a customer calls, a business only gets one chance to make a good impression. So, when a business is unable to answer the phone, Palmerton Telephone's **Live Answer** service is able to step in.

Our answering service provides LOCAL, friendly operators to answer your forwarded calls whenever your business is unable to - 24/7 and 365 days a year. Customers appreciate speaking to a live person instead of recorded messages and leaving voicemails.

Palmerton Telephone offers two Live Answer options:

LIVE ANSWER*

\$40.00/month

- Great for small businesses and organizations who get few calls in a month.
- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer your forwarded calls with your business/organization name and take messages.
- Simply call in to retrieve messages at your convenience.
- No contracts required.



LIVE ANSWER PRO*

\$100.00/month

- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer calls with your business/organization name.
- Your business determines which calls are required to be forwarded.
- Forward predetermined calls to a specified contact via phone, email, or email to text.
- Operators will take messages for "non-emergency" calls.
- Simply call in to retrieve "non-emergency" messages at your convenience.
- No contracts required.

Palmerton Telephone's **Live Answer** service is available to any business, both inside and outside of the Palmerton Telephone service area. Businesses must have Call Forwarding service to subscribe to Live Answer.

Order Live Answer in the month of April, 2026 and receive **FREE** setup.

For more information or to order our **Live Answer** service, please call 610.826.6650.

