

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: REPEAT CALL

Palmerton Telephone's **Repeat Call** automatically redials the last number dialed. If the called number is busy, Repeat Call will keep dialing that number for up to 30 minutes and signal the calling party with a special ring if the called number becomes available.

This service is available on LOCAL calls only. You will be able to make or receive other calls while Repeat Call is active.

To use this service:

After getting a busy signal and hanging up, pick up the phone again and dial *66 (tone) or 1166 (rotary). You will get a beep to confirm Repeat Call is active.

To stop Repeat Call before the number is available:

Dial *86 (tone) or 1186 (rotary) and wait for a confirmation beep before hanging up.

Repeat Call is \$3.00 per month.
Call PTC to enroll or cancel this service.

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



For more information,
call 610.826.6650.

NOW AVAILABLE SIMPLIFIED ONLINE BILL PAYMENTS

We made it easier to
pay your bill.

Visit www.ptelco.com
for more information.

452

Customer Connection

June 2026

From the Manager's Desk

Dear Valued Customer,

Summer brings thoughts of kids out of school, family vacations, and fun in the sun, but summer storms can pose a danger to you and your home. Following a few simple steps can help keep you safe when extreme weather hits.

BEFORE THE STORM

- Prepare a storm emergency kit that includes bottled water, a three-day supply of non-perishable food, a first aid kit, and flashlights
- Fully charge battery-powered devices before the storm is expected to arrive
- Make sure you have a supply of disposable batteries
- Protect your electric devices by plugging them into a surge protector, or unplug them before the storm arrives
- Prepare your yard by trimming trees and shrubs that could fall and damage wires
- Secure or store loose outdoor items that could blow away, such as trash cans, patio furniture, and decorations
- Shelter animals inside or ensure they have the same level of protection that you do



DURING THE STORM

- Use a flashlight instead of candles if the lights go out
- Avoid plumbing and wiring that can transmit electricity
- Stay inside and away from windows, skylights, and glass doors
- Use only wireless electronics
- Never run a generator indoors



AFTER THE STORM

- Stay inside for at least 30 minutes after the last sounds of thunder
- Survey your property for hazards before letting children and animals outside
- Call your utility company if you see any downed wires, but never go near them



Should you experience a weather-related phone service interruption, please note that there are many factors that can impact how quickly we can restore your service. But when bad weather strikes, our team of technicians, engineers, and customer service representatives spring into action to restore your service as quickly and safely as possible.

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

Customer Connection

June 2026

June Brain Teaser

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

If you wrote all the numbers from 1 to 100,
how many times would you
write the digit 9?

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

To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 6/20/26

Good Luck!

APRIL 2026 WINNER

**Congratulations to
Carol Hunadi**

of Palmerton, PA.

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

APRIL 2026 TRIVIA QUESTION

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

APRIL 2026 TRIVIA ANSWER

Live (spelled forwards), Evil (spelled backwards)

Product of the Month

Personal Emergency Alert

Palmerton Telephone's **Personal Emergency Alert** is designed to enhance the safety of individuals (particularly the elderly, those with disabilities, or people spending long periods of time alone) looking to maintain or regain their independence - something that many of us take for granted.

Our **Personal Emergency Alert** service includes a special console alarm unit and one waterproof wearable device (either a pendant or wristband) that can be activated to send an alert to our local operators, who are able to talk through the special console, assess the situation, and notify up to four emergency contacts (including 911, family, friends, emergency personal caregivers, or anyone else designated by the individual) that help is needed.

What is included:

- A special console alarm with battery back-up
- A waterproof wearable device (either a pendant or wristband)
- Professional installation by a Palmerton Telephone trained technician
- 24-7 emergency response service supported by our local Palmerton Telephone operators

How it works:

- The user presses a button on their wearable device or the console alarm
- Our local operators talk to and hear the user through the console alarm to assess the situation
- The operators can contact up to four designated emergency contacts to provide assistance as needed

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

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

Order by **May 31, 2026** to receive **FREE INSTALLATION!**

For more information:

- visit www.ptelco.com
- call **610.826.6550**

