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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 ACCEPTANCE

Screen and only accept incoming calls against a list of directory numbers you specify. Calls from other numbers are denied access and will hear a recording, indicating that you do not wish to receive calls at this time.

TO USE THIS SERVICE:

Dial *68 (tone) or 1168 (rotary)

TO TURN OFF THIS SERVICE:

Dial *88 (tone) or 1168 (rotary)

SELECTIVE CALL ACCEPTANCE is \$5.00/month.

For more
information,
call
610.826.6650



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We made it easier to
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for more information.

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Customer Connection

September 2026

From the Manager's Desk

Dear Valued Customer,

Strong passwords are your first line of defense against cyber criminals, especially in today's world when people use the internet for email, banking, shopping, streaming, social media, work, and more. When it comes to strong passwords, there are three good rules to follow:

RULE #1 - PASSWORDS USING AT LEAST 16 CHARACTERS

Long passwords are significantly more difficult for cyber criminals to crack than shorter ones- even when they use AI or other tools to help them. As a result, many cyber criminals will give up and move on to another victim if your long password is hard to crack.

RULE #2 - USE A UNIQUE PASSWORD FOR EACH ACCOUNT

Think of your passwords as the keys to your kingdom. If you reuse passwords for multiple online accounts, all of those accounts are vulnerable if a cyber criminal figures out a single reused password.

Each password needs to be unique. We are not talking about simply changing a letter or adding a number or symbol to an existing password - cyber criminals will easily figure that out.

RULE #3 - PASSWORD COMPLEXITY MATTERS

Strong passwords are random and unrecognizable - using random strings of upper and lower case letters, numbers, and symbols. Long and random passwords are stronger than short and clever passwords.

Avoid using words, names, keyboard patterns, or dates. Simply swapping out a letter for a number or symbol, like P@ssw0rd!, is often not enough to thwart a cyber criminal.

I know what you are thinking - how do you expect me to keep track of all of these long and complicated passwords?

PASSWORD MANAGERS SECURE YOUR PASSWORDS IN AN ENCRYPTED VAULT

The average person has over 20 online accounts. That is a lot of unique and strong passwords to remember. Today's modern password managers use strong encryption to safely store all of your account passwords - keeping them safe from cyber criminals and other prying eyes. Even the account providers cannot see them. Many of these password managers are free or low cost, require you to remember only one strong password to access the manager, and work with phones, tablets, and computers. Simply do your research to find a good and reliable password manager and you are on your way.

Of course, you could go old school and keep track of all of your strong passwords in a physical notebook. If you choose to go this route, just remember to make sure your notebook is stored in a secure location and away from prying eyes - don't leave it laying around on your desk, by your computer, in your car, or at work where anyone could find it.

Thank You for Choosing Palmerton Telephone.

Best Regards,

Tim Hausman

General Manager,
Palmerton Telephone Company



Password

Yc4gwy8@



Product of the Month

Robo-BLOCK

Robocalls are phone calls made by computerized systems that can dial thousands of numbers quickly, often targeting specific area codes or a specific demographic of people. Robocalls can serve both legitimate and illegitimate purposes:

Legitimate uses include appointment reminders, school notifications, flight updates, charity calls, and political campaign messages.

Illegitimate uses often include, but are not limited to, telemarketing scams, phishing attempts, identity theft, and financial frauds. Common scams include fake calls from the IRS, tech support, and offers for debt relief or extended warranties. These calls often create a sense of urgency to trick you into sharing personal information or sending money.



NATIONAL DO NOT CALL REGISTRY

The National Do Not Call Registry does not prevent the illegitimate calls because they often use caller ID spoofing to make the caller appear legitimate, increasing the likelihood that you will answer the phone. The bad actors making these illegitimate calls do not follow the law and are often based outside of the U.S. to work around restrictions and preventative measures already in place by the FCC.

However, the FCC does allow phone companies to block robo callers using fake caller ID numbers upon customer request.

Palmerton Telephone offers RoboBLOCK, enabling you to control your incoming calls by identifying and filtering out many of these illegitimate robocalls in real-time, eliminating them from ever reaching your home phone.



When RoboBLOCK is added to your line, all callers it blocks will receive the following message: "The number you are calling does not accept solicitations or survey calls of any kind. If you are a telemarketer, please hang up and place this number on the Do Not Call list. All others, please press 1 or stay on the line to ring through."

Since many robocalls use and prerecorded messages instead of a live person, the calls do not make it past that stage.



RoboBlock is \$1.00/month.
Order by September 31, 2026
to receive **FREE ACTIVATION!**

For more information or to order, call
610.826.6650.

HOW GOVERNMENT IMPERSONATION SCAMS WORK:



According to the FBI, impersonation scams are soaring. Beware of calls that:

- Demand money, threaten arrest, or request personal information.
- Request payments by prepaid cards, wire transfers, or cryptocurrency.
- Make claims about an inheritance, lottery win, or "frozen" Social Security numbers.

September Brain Teaser

One Palmerton Telephone customer will win a
\$25 Claude's Creamery Gift Card
by correctly answering this brain teaser.

**What goes up and down
but never moves?**

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

To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 9/21/26

Good Luck!

JULY 2026 WINNER

**Congratulations to
Sam Heiney**

of Palmerton, PA.

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

JULY 2026 TRIVIA QUESTION

The sun bakes them, the hand breaks them,
the foot treads them, and the mouth tastes them.
What are they?

JULY 2026 TRIVIA ANSWER

Grapes