

[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 BLOCKING

When you make a call, your phone number and/or name may be seen on the recipient's Caller ID. To block this information from being displayed, you have two options:

- **PER CALL BLOCKING (FREE)**
  - Blocks your Caller ID info on a per call basis\*
  - To use, simply activate before you make a call by simply dialing \*67 (touch tone) or 1167 (rotary)
- **PER LINE BLOCKING (First activation is FREE)**
  - Blocks your Caller ID info for all calls once activated\*
  - To activate, simply call 610.826.6650
  - To remove, dial \*82 (touch tone) or 1182 (rotary)
    - NOTE: Should you wish to reactive Per Line Blocking a second time, you will be charged a set-up fee

\* - Your caller ID information cannot be blocked for 800, 888, 900, and 911 calls.

**FOR MORE INFORMATION**  
Call 610.826.6650



# Customer Connection

October 2026

## From the Manager's Desk

Dear Valued Customer,

As our Fiber rebuild continues, we are sending current DSL customers in Fiber ready areas letters notifying them that they are now able to upgrade to our Fiber network. Eventually, we will be discontinuing our DSL service in Fiber ready areas, so we are encouraging these customers to contact us to schedule their Fiber upgrade at their earliest convenience.

### BENEFITS OF UPGRADING FROM OUR DSL TO FIBER INTERNET SERVICE

Our Fiber Internet is the most advanced type of internet broadband connection on the market. It utilizes thin strands of glass to transmit data through pulses of light, rather than copper wire. Our Fiber Internet offers:

- Faster and symmetrical internet speeds.
- **FIBER 50** offers download/upload speeds up to 50 Mbps for \$29.95/month\*. This price is for our stand-alone internet service and is lower than our current Accelerate 5.0 DSL service.
- **FIBER 100** offers download/upload speeds up to 100 Mbps for \$39.95/month\*. This price is for our stand-alone internet service and is the same as our current Accelerate 5.0 DSL service.
- Better reliability. Fiber Internet is less susceptible to interference and signal degradation, ensuring a more stable and consistent internet connection.
- Higher bandwidth capabilities, which benefits households connecting multiple devices and heavy internet usage.

\*Fiber Modem lease required for Fiber-to-the-Home areas at \$5.95/month.



### MORE FIBER ADVANCES TO COME

As we continue to expand our Fiber network throughout the Palmerton Telephone service area, there will be a time when we will begin migrating our traditional copper wire phone service over to Voice Over Fiber phone service. Our copper phone plant is costlier and harder to maintain, and the equipment needed is becoming difficult to obtain.

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

## October Brain Teaser

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

**George, Helen, and Steve drink coffee.  
Bert, Karen, and Dave drink water.  
Does Elizabeth drink coffee or water?**

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

#### To enter by mail:

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

ENTRIES MUST BE RECEIVED BY 10/20/26

**Good Luck!**

### AUGUST 2026 WINNER

#### **Congratulations to**

**Louise Koons**

of Palmerton, PA.

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

### AUGUST 2026 TRIVIA QUESTION

What is black when you purchase it,  
red when you use it, and  
gray when you throw it away?

### AUGUST 2026 TRIVIA ANSWER

Charcoal

# Customer Connection

October 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.

**Touchstone** - 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.