Palmerton TELEPHONE
A PENCOR COMPANY
Keeping you connected

www.ptelco.com

Customer Service
610-826-6650

Repair Service
610-826-3444

Palmerton Office
610-826-2115

Gilbert Office
610-826-9321

465 Delaware Avenue
Palmerton, PA 18071

Customer Connection

November 2026

Phone Feature of the Month:

"900" INFORMATION SERVICE BLOCKING

Block direct dialed calls to "900" Information Service numbers.

Initial blocking is provided at no charge upon customer service request. Simply stop by or contact the Palmerton Telephone Business Office at **610.826.6650**.

If you choose to remove "900" Information Service Blocking and then add it again at a later time, you will be charged the prevailing Company nonrecurring rates.





From the Manager's Desk

Dear Valued Customer,

If you are a low-income residential customer, you may qualify for **Lifeline 135** - a federal government benefit that provides low-income households a discount on their phone or internet service. This program is designed to provide the opportunities and security that telephone and internet service provides - including connecting to jobs, family, health care, schools, and 9-1-1 emergency services.

Lifeline is limited to one discount per household and is non-transferrable. The program provides a **$5.25 per month discount on landline phone service** or a **$9.25 per month discount on qualifying internet or bundled service**.

HOW TO QUALIFY FOR LIFELINE 135

To be eligible for Lifeline 135, you must either have an income that is at or below 135% of the federal poverty guidelines or participate in one of the following assistance programs:



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

HOW TO APPLY FOR LIFELINE 135

There are several ways to apply for Lifeline 135:

- Visit the Palmerton Telephone Business Office for assistance. Office hours are Monday-Friday from 8 am - 1 pm and 2 pm - 5 pm.
- Apply online by going to **www.lifelinesupport.org**, click "Apply Now," then "Get Started" to apply online.
- Apply by mail by by going to **www.lifelinesupport.org/how to apply**. Under the "By Mail" option, you can print out an application in English or Spanish. Send your completed application to the address listed on the website.

To have an application mailed to you or if you have a disability and need assistance applying, contact the Lifeline Support Center at **800.234.9473**.

FOR MORE INFORMATION ON LIFELINE 135

Lifeline is a program administered by the Universal Service Administrative Company (USAC) with oversight from the Federal Communications Commission (FCC).

For more formation on this federal program, you can visit **www.lifelinesupport.org** or contact click the Palmerton Telephone Business Office at **610.826.6650**



Thank You for Choosing Palmerton Telephone.

Best Regards,
Tim Hausman
General Manager,
Palmerton Telephone Company



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Customer Connection

November 2026

November Brain Teaser

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

A train one mile long travels at one mile per minute through a tunnel one mile long. How long does it take to pass completely through?

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

To enter by mail:
Send a 3"x 5" index card with your answer and information to
November Brain Teaser
613 Third Street
Palmerton, PA 18071

ENTRIES MUST BE RECEIVED BY 11/20/26

Good Luck!

SEPTEMBER 2026 WINNER

Congratulations to
Sarah McGuigon
of Palmerton, PA.
Sarah is the winner of a $25 Gift Card to Claude's Creamery in Palmerton, PA.

SEPTEMBER 2026 TRIVIA QUESTION

What goes up and down but never moves?

SEPTEMBER 2026 TRIVIA ANSWER

Stairs

Product of the Month

INTERNET

Palmerton Telephone offers internet options to get you through your day-to-day lives.

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
$39.95/month for stand-alone Fiber Internet
Downloads/Uploads up to 100 Mbps*



FIBER 50
$29.95/month for stand-alone Fiber Internet
Downloads/Uploads up to 50 Mbps*

A $5.95/month fiber modem renal fee applies. Fiber internet modems are not available for purchase and must stay with the house/service address.

DSL INTERNET – available in non-fiber

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
$49.95/month for stand-alone Fiber Internet
Downloads/Uploads up to 1 Mbps*



ACCELERATE 5.0
$39.95/month for stand-alone Fiber Internet
Downloads/Uploads up to 1 Mbps*

SAVE $10/MONTH ON YOUR INTERNET SERVICE when you bundle your Palmerton Telephone Internet service with our Val-YOU Package phone service!

* Speeds shown are up to maximum speeds and may vary depending on network conditions/usage.

FOR MORE INFORMATION ON OUR INTERNET SERVICE:

Visit our website: **www.ptelco.com**
Call: **610.826.6650**



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