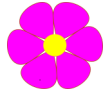


# BERNARD TELEPHONE & COMMUNICATIONS

April 2020



110 Jess St, Bernard IA

563-879-3203

www.bernardtelephone.com

## Trouble Shooting Tips

### Inside the Exchange Fiber Internet trouble shooting:

1. **DO NOT** remove any cords from the router.
2. **DO NOT** press the reset button on the router.
3. Take a picture of the back of your router showing how your cords are plugged in. (in case you need it later)
4. On the router if the **Broadband or Internet** light is **RED** turn the router off for 5 secs and back on via the On/Off button on the back of the router. Please wait 5 min for router to fully reboot.
5. If the **Broadband or Internet** light stays **RED** after power cycling the router, find the Indoor power supply, make sure it's plugged in and that it doesn't have a red light on it. The power supply is typically located where the fiber is brought into the basement or wherever the fiber was brought into the home.
6. IF the power supply is plugged in, there is no red light and internet hasn't been restored, contact tech support.

### Wireless Internet trouble shooting:

1. **DO NOT** remove any cords from the router or power supply.
2. **DO NOT** press the reset button on the router.
3. Take a picture of the back of your router showing how your cords are plugged in. (in case you need it later)
4. On the router if **Broadband or Internet** light is **RED** simply turn the router off for 5 secs and back on via the On/Off button on the back of the router. Please wait 5 minutes for router to fully reboot.
5. If **Broadband or Internet** light stays **RED** after power cycling the router, find the black power supply; make sure it has a green light on it. If it doesn't make sure both ends of the power cord are plugged in tight to the wall and the black power supply. If it does have a green light unplug that from electrical outlet and wait 30 secs and plug that back in. The power supply is by the router or by the homes fuse panel. This will reboot the antenna on the roof. The reboot will take 10 minutes.
6. After reboot of the antenna and internet is restored the **Broadband or Internet** light will turn **GREEN**.
7. IF, after following these steps, the internet isn't restored please contact tech support.

### Out of Exchange Fiber Internet trouble shooting:

1. **DO NOT** remove any cords from the router or Indoor ONT.
2. **DO NOT** press the reset button on the router.
3. Take a picture of the back of your router showing how your cords are plugged in. (in case you need it later)
4. On the router if the **Broadband or Internet** light is **RED** simply turn the router off for 5 secs and back on via the On/Off button on the back of the router. Please wait 5 min for router to fully reboot.
5. If the **Broadband or Internet** light stays **RED** after power cycling the router, find the Indoor ONT and simply turn the ONT off for 5 secs and back on via the On/Off button on the back of the ONT. This will reboot the fiber coming into the ONT. The reboot will take 10 minutes. The ONT is located near the router or typically in the basement where the fiber comes into the house.
6. After rebooting the ONT, the **Broadband or Internet** light should turn **GREEN**.
7. IF the internet isn't restored after rebooting the ONT (light stays RED) please contact tech support.

Tune in to channels 38 (SD) or 438 (HD) for all your Chicago Cubs games and highlights.



### Due to COVID-19

Our number one priority is for everyone's safety. At this time we will continue to run business as close to normal as possible, but as things develop we will implement new safety practices. Please call the office prior to visiting for up to date policies.

Thank you.

The Bernard Rescue Unit Auction & Dance scheduled for April 4th has been postponed until further notice.



Congratulations to this months winner, Tammy Mortenson!

Tammy will receive a \$10 credit on her April bill.

Winners are drawn randomly and everyone is eligible.

## Low-Income Telephone Assistance

Lifeline is a plan that assists qualified low-income Iowans by providing a monthly reduction on their telephone bill in the amount of \$7.25. This reduction can only be applied to one wireline or wireless telephone provider per household.

To be eligible an applicant must meet income-based criterion currently defined as at or below 135% of the Federal Poverty Guidelines OR participate in at least one of the following:

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

In addition, you must not currently be receiving Lifeline assistance and no other person in your household can be subscribed to the Lifeline program.

To sign up or check your eligibility visit the consumer portal at <https://www.checklifeline.org/lifeline>.

## SPRING HAS SPRUNG

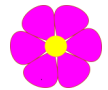
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Wednesday,  
April 22nd

Our office will be closing at  
11:30 on Friday, April 10th in  
observance of Good Friday.

- Baby Animals**
- Baseball**
- Blossoms**
- Breezy**
- Bunny**
- Crisp Air**
- Daffodils**
- Day Light Savings**
- Flowers**
- Galoshes**
- Pastel**
- Planting Season**
- Rain Coat**
- Rain Showers**
- Refreshing**
- Spring Break**
- Sunglasses**
- Sunny**
- Tulips**
- Umbrella**



## FUSC Update-Federal Universal Service Charge

Effective April 1st, 2020 the Federal Universal Service Charge (FUSC) contribution factor will be reduced from 21.2% to 19.6%. The FUSC amount is calculated by multiplying the contribution factor times your interstate service charges. This factor may change quarterly, depending upon the needs of the Federal Universal Service Fund (USF). The USF is a government mandated program that is designed to help make phone service affordable and available to all Americans, including consumers with low income, those living in areas where the costs of providing telephone service is high, and to schools, libraries, and rural health care providers.

