

# BERNARD TELEPHONE & COMMUNICATIONS

June  
2023

110 Jess St, Bernard IA

563-879-3203

www.bernardtelephone.com



## Bernard Telephone & Communications

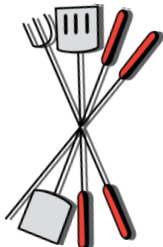
### *Customer Appreciation Party*

Wednesday, June 28th

Serving Lunch 11:00 to 1:00

*Pulled Pork, Brats and Hot Dogs*

Bernard Telephone Office, 110 Jess St



RSVP by June 21st by email [jayne@bernardtel.net](mailto:jayne@bernardtel.net) or call 563-879-3203

#### **Congratulations**

**Phil Lehmann**

He will receive a \$10 credit  
on his June bill.

*Winners are randomly drawn  
and all customers are eligible.*



HAPPY  
*Father's Day*

Sunday, June 18th

# **BERNARD TELEPHONE & COMMUNICATIONS**

**110 Jess Street**

**PO Box 68**

**Bernard IA 52032**

**Phone 563-879-3203**

**Fax 563-879-3809**

**Bernard@bernardtel.net**

**www.bernardtelephone.com**

**24/7 Technical Support**

**1-888-958-0911**

**Secure IT Plus Customers**

**877-373-3320**

**Do Not Call Registry**

**888-382-1222**

**Iowa One Call**

**811 or 800-292-8989**

## **OFFICE HOURS**

**Monday—Friday**

**7:30 AM—4:00 PM**

**Closed 12:00—12:30 PM**



## **What is Relay Services?**

Relay Services provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking. Specially trained Communication Assistants (CAs) process relay calls and stay on the line to relay conversations electronically, over a Text Telephone (TTY) or verbally to hearing parties.

The service, known as Relay Iowa, is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on their length. This valuable communications tool gives all individuals who are deaf, hard-of-hearing, deaf-blind or having difficulty speaking the opportunity to make personal and business calls just like any other standard telephone user. Both TTY and voice users may initiate calls through Relay Iowa.

## **Reliability**

Relay Iowa uses state-of-the-art technology and equipment in bringing its service to relay customers in Iowa. For example, Relay Iowa's system lets callers store personal reference information such as frequently called numbers, preferred call type, long distance carrier and other data using a customer profile. This allows calls to be processed faster and more efficiently.

## **Convenience**

Relay Iowa delivers feature-rich service to make calling easy and convenient. In addition to supporting a wide array of call types—TTY, Voice Carryover, Hearing Carryover and more—Relay Iowa also provides features such as voicemail or answering machine retrieval.

## **Quality**

The key to Relay Iowa's quality of service are the Communication Assistants who handle each call. Sensitive and skilled, Relay Iowa's Communication Assistants receive extensive training. In addition, Relay Iowa routinely monitors performance to ensure that quality remains high.

For more information on the benefits of this program visit [www.relayiowa.com](http://www.relayiowa.com).

## **Relay Iowa Service Numbers**

*There is no charge to access Relay Iowa, although standard long distance charges apply.*

TTY	711 or 800-735-2942
Speech to Speech (STS)	711 or 877-735-1007
Voice	711 or 800-735-2943
Visually Assisted STS	711 or 800-855-8440
Voice Carry Over (VCO)	711 or 800-735-4313
Spanish Translation	711 or 800-264-7190