

BERNARD TELEPHONE & COMMUNICATIONS

March

2024



*The office will close at 11:30am on Friday,
March 29th to observe Good Friday.*

CUSTOMER PROPRIETARY NETWORK INFORMATION



Bernard Telephone & Communications Privacy Policy:

We at Bernard Telephone & Communications pledge to protect your privacy and keep your trust. During the application process we collect **Customer Proprietary Network Information (CPNI)** and “Non-public Personal Information”.

Under Federal law you have a right and Bernard Telephone & Communications has a duty to protect the confidentiality of your CPNI. If, at any time, you would like to update your CPNI information you may do so by filling out a new CPNI form. Contact our office to request a CPNI form to update your information or if you have any questions.

SPRING BURNING REMINDER

Fiber in our pedestals is flammable. When burning ditches please take special care to avoid the area of the pedestal to avoid damaging the fiber.

A damaged fiber can cause service issues and outages for a large area.

We acknowledge damage is usually unintentional. However, similar to a cut fiber line, the damage will be assessed and billed to the responsible party.

CONTROLLED BURN NON-EMERGENCY NUMBERS

Please call the Non-Emergency number for either Jackson or Dubuque counties when you're having a controlled ditch burning or brush fire.

When you call to let dispatch know you are having a controlled burn, Fire Departments do not dispatch when a passerby reports the fire. This allows the Fire Department to be available for actual emergency calls.

Jackson County (563) 652-2468

Dubuque County (563) 589-4414

110 Jess Street
PO Box 68
Bernard IA 52032

Phone 563-879-3203
Fax 563-879-3809
Bernard@bernardtel.net
www.bernardtelephone.com

OFFICE HOURS
Monday—Friday
7:30 AM—4:00 PM
Closed 12:00—12:30 PM

IOWA'S ONE CALL LAW

Many types of utility services can be buried in the ground on your property. To avoid a potential accident caused by excavation, Iowa law requires that you have the location of all underground utility lines marked before digging by hand or with equipment. Hitting an underground utility line while digging can cause serious injuries, disrupt service to entire neighborhoods, and result in fines and repair costs.



Iowa law states that if you are excavating, including digging, you must call Iowa One Call at least 48 hours in advance to minimize the risk of damaging any underground facilities (electric, gas, communications/television, water and sewer). Saturdays, Sunday and legal holidays do not count toward the required 48-hour notice.

The one-call system provides two easy ways to obtain locating and marking of underground facilities.

Call 811 or 1-800-292-8989

Go online at www.iowaonecall.com

What is the Process for Safe Digging?

1) Homeowner Files Locate Request
Effective July 1, 2014, excavators must use white paint, white flags, white stakes, or a combination thereof, to mark the proposed area of excavation

4) Homeowner digs with care,
avoiding damages



2) Iowa One Call processes & submits locate requests to facility operators

3) Facility operators mark the proposed dig site with paint and flags

Congratulations to this month's winners, TIM & SHEILA McDERMOTT

They will receive a \$10 credit on their next bill. Winners are randomly drawn and all customers are eligible.



24/7 Technical Support

1-888-958-0911

Secure IT Plus Customers

877-373-3320

Iowa One Call

811 or 800-292-8989

Do Not Call Registry

888-382-1222