

BERNARD TELEPHONE & COMMUNICATIONS

April

2024

Federal Universal Service Charge (FUSC) Update

Effective April 1st, 2024 the Federal Universal Service Charge (FUSC) contribution factor will be decreased from 34.6% to 32.8%. 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.

Save time and money when you sign up for eBill



Bills are due the 20th of each month. Payments received after the due date will not be reflected on your next month's bill.

For your convenience we offer the following convenient payment options:

- ◆ Cash and check payments.
- ◆ Credit and debit card payments can be made at www.bernardtelephone.com.
- ◆ Auto Payments from a bank account.

Call our office at 563-879-3203 with payment questions.



Bernard Telephone & Communications techs are going throughout our service area to place identification labels on our external boxes. This will not affect your service and they will not access any inside equipment. If you have questions or concerns please call our office at 563-879-3203.

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



Access to affordable voice and internet service remains a challenge for many low-income consumers. The federal Lifeline program helps close the gap for these consumers by offering a monthly discount of up to \$9.25 towards a qualified household's phone or internet service.

Households with income at or below 135% of the federal poverty guidelines are eligible for the Lifeline program. Consumers enrolled in a government assistance program listed below may qualify for Lifeline as well.

- ✓ Supplemental Nutrition Assistance Program (SNAP)
- ✓ Medicaid
- ✓ Federal Public Housing
- ✓ Veterans Pension or Survivor's Benefit

USAC's Lifeline Support Center is available for questions by emailing LifelineSupport@usac.org or call (800) 234-9473

For more information is go to: www.LifelineSupport.org.

The Lifeline Program is one of four programs administered by the Universal Service Administrative Company (USAC), under the policy guidance of the Federal Communications Commission (FCC).



IOWA'S ONE CALL LAW

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

Congratulations to this month's winners, Steven & D'Anna Wink.

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