

BERNARD TELEPHONE & COMMUNICATIONS

May
2024

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.



Congratulations to this month's winner, Julie Clothier.
She will receive a \$10 credit on her next bill.
Winners are randomly drawn and all customers are eligible.

What is Relay Iowa?



Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This helps ensure that they are able to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 to connect with Relay Iowa. A Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents. For a full list of Relay Iowa services offered and detailed instruction on how a particular call is processed, go to: RelayIowa.com or contact Customer Care.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who can speak for themselves. A captioned telephone works like any other telephone would. Yet one essential difference allows users to listen to their phone conversations while reading captions of what's being said to them. To call a Captioned Telephone user, dial: 877-243-2823 (English) or 866-217-3362 (Spanish).

How do I apply for specialized equipment?

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, DeafBlind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: www.teleiowa.com or call 800-606-5099

For questions or to place a call using Relay Iowa Dial 711

Relay Iowa Customer Care: IARelay@HamiltonRelay.com
RelayIowa.com

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

110 Jess St PO Box 68

Phone 563-879-3203

Bernard@bernardtel.net

www.bernardtelephone.com

24/7 Technical Support

1-888-958-0911

Iowa One Call

811 or 800-292-8989

OFFICE HOURS

Monday—Friday

7:30 AM—4:00 PM

Closed 12:00—12:30 PM

Bernard Telephone & Communications offers our customers the convenience of paying their monthly bill by enrolling in automatic payments with ACH withdrawals. With the EZ Pay Option, your payment is withdrawn from your designated bank account on the 20th of each month. In addition, we offer the option to **GO PAPERLESS!!** Reduce paper waste by electing to receive your bill via email.

Sign up for both the EZ Pay & Paperless options for a \$10.00 credit.

Simply fill out the form below and return it with your May payment.

Customer Name: _____

Customer Account Number: _____

_____ **YES, I want to enroll in automatic monthly payments!!**

Bank Name: _____

City: _____ State: _____ Zip: _____

Routing Number (9 digits): _____

Account Number: _____

For account number verification a voided check, copy of a voided check or letter signed by a bank representative is required.

Name(s) on Bank Account: _____

Customer Phone #: _____

_____ **YES, I want to GO PAPERLESS!**

Customer Billing Email: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

- *May bill requires payment of cash, check or credit/debit card.*
- *Submissions received on or before May 19th will be effected on the June bill.*
- *Submissions received after May 19th will be effective on the July bill.*
- *Receive a \$10.00 credit by enrolling in both programs or a \$5.00 credit by enrolling in only one program by May 31, 2024.*
- *Customers currently participating in one of the programs will receive a \$5.00 credit by enrolling in the second program.*
- *Submissions received by 4:00 pm on May 31st are eligible for the \$10.00 credit.*