

BERNARD TELEPHONE & COMMUNICATIONS

April
2025

110 Jess St, Bernard IA

563-879-3203

www.bernardtelephone.com



To comply with Iowa's One Call Law, a homeowner or excavator is required to go online to IowaOneCall.com or call **811** or **800-292-8989** to schedule underground utility lines to be located and marked. This will create a ticket for the location to be visited. The request should be made at least two days before starting any digging or excavating project, excluding Saturday, Sunday and legal holidays. Hitting an underground utility line while digging can cause serious injuries, disrupt service to entire neighborhoods, and result in fines and repair costs.

Spring Burning Reminder

The 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

Video Customers

Did you know that we offer channel upgrades?

HBO	\$20.00
Cinemax	\$14.00
HBO/Cinemax	\$32.00
Showtime	\$10.99
Starz/Encore	\$12.00

CINEMAX

HBO

STARZENCORE

SHOWTIME

All prices are on a monthly basis.
For additional information, please call
our office at 563-879-3203.



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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

HAPPY
EASTER

Our office will close at
11:30am on April 18th, 2025
in observance of
Good Friday



**Congratulations to this month's winners,
Jonathan & Emily Brokens**
They will receive a \$10 credit on their next bill.
Winners are randomly drawn and all customers are eligible.



Password Safety

Stay secure while online with these helpful password tips:

- * Use a strong password: 12 characters or more with a mix of uppercase, lowercase, & symbols.
- * Use a different, unique password for every site.
- * Change/update your passwords frequently.
- * If available, use a multi-factor authentication.
- * If needed, store your passwords in a secure location.



FUSC Update-Federal Universal Service Charge

Effective April 1, 2025 the Federal Universal Service Charge (FUSC) contribution factor will be increasing from 36.3% to 36.6%. 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.

**DID YOU
KNOW?**



Over 90 million chocolate
Easter bunnies are produced
every year. Sixty million of those
are consumed in the U.S. alone!

