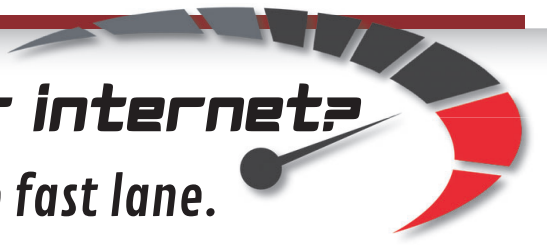




JANUARY 2026

NEWSLETTER

*ready to hit the gas on your internet?
Choose a speed that will keep you in the fast lane.*



TIER 1 150M	TIER 2 300M	TIER 3 600M	TIER 4 1G
\$59.95	\$69.95	\$79.95	\$92.95

Fiber Equipment Upgrade

We are continuing to upgrade and transition equipment over to a new system to support enhanced speed & reliability. At no cost to you, our old fiber equipment is being replaced with new equipment, including the ONT (Optical Network Terminal). All customers who have our fiber service will need to have an equipment upgrade. While the technician works on the upgrade at your location, all services will be unavailable for about 30 minutes - 1 hour.

Once completed, your network will have the ability for higher bandwidth & speeds. If not already, a member of our team will be reaching out to schedule a convenient time for the upgrade. We appreciate your patience and cooperation as we work to bring you the best possible internet experience.

Snow Removal & Fiber Pedestals

A reminder to use caution when moving snow in the area of a pedestal. We acknowledge damage is unintentional in most cases. However, same as a fiber cut, the damage will be assessed and the responsible party will be billed for the repairs.



Celebrating Milestones

Two of our employees are being celebrated for their many years of service and dedication to our company. We would like to congratulate:

Mike Gassman on his 10th year anniversary
and
Billy Kremer on his 20th year anniversary

Thank you both for all you do for Bernard Telephone & Communications.

Mike Gassman

10

YEARS

Billy Kremer

20

YEARS

www.bernardtelephone.com

563-879-3203

110 Jess St. PO Box 68 Bernard, IA 52032



Restrict Unwanted Telephone Solicitations

In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the establishment and enforcement of a National Do-Not-Call Registry giving consumers a choice regarding



telemarketing calls. If your number is listed on the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain non-profit and political organizations, are not allowed to call you. Consumers may register their residential telephone number, including wireless numbers, on the National Do-Not-Call Registry via the Internet at no cost. You can register online for the National Do-Not-Call Registry via the internet at <https://www.donotcall.gov>. To contact the registry by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 31 days after registration. Your number will remain on the registry permanently. You are allowed to remove your number from the registry at any time.

Congratulations to this month's winners,
John M. & Ronda B'meara
They will receive a \$10 credit on their next bill!
Winners are randomly drawn and all customers are eligible.

FUSC Update-Federal Universal Service Charge

Effective January, 2026, the Federal Universal Service Charge (FUSC) contribution factor will be decreasing from 38.1% to 37.6%. 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.

Bernard Telephone & Communications

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bernard@bernardtel.net
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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

Bills are due on the 20th of each month.

As a friendly reminder, to avoid any late and/or reconnect fees, bills are due on the 20th of each month. Any payments received after the due date are NOT reflected on your next month's bill. We accept cash, check and credit card payments. Credit and debit card payments can be made at www.bernardtelephone.com. We also offer an EZ Pay Option. With this option, your financial institution makes your payment from your checking or savings account to us on the 20th of each month. The EZ Pay Form is available at www.bernardtelephone.com. Email our office at bernard@bernardtel.net or call 563-879-3203 with your payment questions.

Lease a Router from Bernard Telephone & Communications!

- No setup hassles. We will set up and install the router in your home.
- Remote monitoring of your Wi-Fi signal.
- Remote and on-site router support provided by our techs.
- For superior performance, maintenance, including firmware updates, provided by our techs.

\$7.95

+ tax per month

Our office will be closed Thursday, January 1st.
We will return to regular office hours, 7:30am - 4:00pm on
Friday, January 2nd

Happy New Year!