



# NEWSLETTER

## 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.

## Router 101

Routers typically have a lifespan of about 3-5 years. When they reach this age, your internet may start lagging, especially during streaming. It also can cause frequent, random disconnections.

If you already lease one of our routers, rest assured knowing that we will always provide:

- Remote monitoring of your Wi-Fi signal.
- Remote and on-site router support provided by our techs.
- Superior performance, maintenance, including firmware updates, provided by our techs.



## Interested in leasing a router from us?

For just \$7.95 + tax a month, you can have all of the benefits listed above. There would also be no setup hassles. We will set up and install your leased router in your home.



## Snow Removal Near Fiber Pedestals

Winter is still here until Punxsutawney Phil says it's not. So, please remember 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.



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

[www.bernardtelephone.com](http://www.bernardtelephone.com)

563-879-3203

110 Jess St. PO Box 68 Bernard, IA 52032



- HEART
- HUGS
- KISSES
- LOVEBIRDS
- MARDI GRAS
- PINK
- PISCES
- PRESIDENTS DAY
- RED
- ROMANCE
- ROSES
- SMOOCH
- SWEET
- SWEETHEART GROUNDHOG DAY
- VALENTINE
- AFFECTION
- AQUARIUS
- ARROWS
- CANDLELIGHT
- CARDS
- CHOCOLATES
- COZY
- CUPID
- FEBRUARY
- FLOWERS
- FOURTEENTH
- FRIENDSHIP
- GIFTS
- HAPPY

February

F I D P U H A P P Y  
H L O O S F M D H X  
A E E O F S E J R E Z D I S H  
G G R G A W C F C P G O S I B M G Y X C X A  
K O W Z R K R E H N S G N W S E D B L R S J E M A Z  
Q E Z A N O X T R A Y I G Z X U N D V A L E N T I N E A  
P Q S B I E O Z W G N S Z C P E C L W D I W R P M Y J B T B S G Q  
Z S I D M J H T R S W Y U K B Y M W S P I Z Q I B S I A F X S H N  
F R C Z F E V O J Z S N Q Z I L Y H U R N S M T B S H O Q E O W L  
Q X X E R R U H K B V G T O Y H I C R O F H M R I E E T E T M N E  
G D M J X N V H R Q X B U E V P N H I X M R K B J W V S L C J S U  
O E T Q D A X D S W E E T H E A R T A L G F W N X K Z O S Q J U F  
L R H H G U V B S K I E R B G G C G S D R A C I O S B H L I Q O D  
S F O N X Y N D T D D Z A B G E B Z C T N O R I J A T H M Z K W Q  
G G U R P B J G H I Y D U V F R B O G P P G J Y W D K F Z K R Q I  
X H B Z M Y G C W O X F A F B D M Q F Q A B D P Q Y I O S G  
G T W I B F I D M U A Q U C K T A Q U A R I U S D B S G W L  
C H O C O L A T E S S M O O H T N E E T R U O F E T J X  
P P D A E D W T W E U J W J T U M U W D N S C C X  
H B R L P D E Y V I B N F T N Z F D P E J D X S  
E Q D B E D X H M Y O V A T O X E G H C R H  
K N T V B J C S T N E D I S E R P C I W  
J A Y X A P O F E B R U A R Y I S Y G W  
C X Z Q O O Z B S O P I V U K M R U  
O Y O B M G K M M L P B G Z D F  
U M C S Q Y X A K I E K A F  
A V T H Y N H K N Y W  
R S W I C X U M  
D P L E F T  
I X Z Z



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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

**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.

**What is real & what is spam?**

Spam emails are everywhere in today’s world. They can be annoying, and sometimes hard to spot! Here are some questions to ask yourself when you come across a suspicious email:

- Is the request for information reasonable?
- Does the sender’s email address matches who the email is claiming to be from?
- Are they trying to elicit fear or urgency to convince you to act carelessly?
- Does the email have a suspicious link telling you to click on it?
- Is their grammar, spelling, & wording used correctly?

**If you ever have a question regarding an email from Bernard Telephone & Communications, please call us to validate if it is legitimate.**