



MARCH 2026

NEWSLETTER

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



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.

KEEP YOUR COMPUTER SAFE FROM VIRUSES

Antivirus software is a security tool that protects a computer from harmful programs & things like viruses, scams, and malware that can steal information or break the system.

What it actually does

- Scans files to check if anything dangerous is hiding inside
- Blocks threats in real time while you browse, download, or plug in devices
- Warns you if a website or file looks suspicious
- Removes or quarantines anything harmful it finds
- Keeps itself updated so it can recognize new threats

Why it matters

- Protects against identity theft
- Protects personal photos, documents, and passwords
- Keeps the computer running smoothly
- Reduces the risk of scams or data loss
- Gives peace of mind, especially for people who aren't tech-savvy



**Antivirus software may be purchased directly from the vendor's website. Major retailers and office supply stores provide options in store as well.*

 www.bernardtelephone.com

 563-879-3203

 110 Jess St. PO Box 68 Bernard, IA 52032



OUT OF THIS WORLD SPEED

CALL TO UPGRADE TODAY!



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

PRICES LISTED ARE FOR FIBER INTERNET ONLY

Congratulations
to this month's winners,
Amanda & Rodney Crooks

They will receive a \$10 credit
on their next bill!
Winners are randomly drawn and
all customers are eligible.

Bernard Telephone & Communications

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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

CUSTOMER PROPRIETARY NETWORK INFORMATION

Bernard Telephone & Communications Privacy Policy:

We at Bernard Telephone & Communications pledge to protect your privacy and keep your trust. During the application process we collect Customer Proprietary Network Information (CPNI) and "Non-public Personal Information". Under Federal law you have a right and Bernard Telephone & Communications has a duty to protect the confidentiality of your CPNI. If, at any time, you would like to update your CPNI information you may do so by filling out a new CPNI form. Contact our office to request a CPNI form to update your information or if you have any questions.

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.

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.