



701 S. Canfield St, P.O. Box 188, Dunkerton IA 50626

319-822-4512

[www.dunkerton.net](http://www.dunkerton.net)

**VIDEO CUSTOMERS:**

**VIDEO SYSTEM UPGRADES SCHEDULED FOR OCTOBER 8<sup>TH</sup> – 21<sup>ST</sup>.**

Our partners at USA Communications will be upgrading our video platform beginning October 8<sup>th</sup> through October 21<sup>st</sup>. During this time, we ask that you **connect any set top boxes** (STB) you currently have uninstalled so it can register and receive the upgrades. Please **leave the STBs connected** (they can be turned off) during this time frame. If you have any questions, please contact the office 319-822-4512.

**10-DIGITS NOW NEEDED FOR DIALING LOCAL CALLS**

Recently the FCC adopted an Order (FCC 20-100) approving the designation of '988' as the 3-digit abbreviated dialing code for the national suicide prevention and mental health crisis hotline. This number will become active July 16, 2022. To ensure that users can dial '988' to reach the National Suicide Prevention Lifeline, Iowa providers in the 319 and 515 area codes are required to implement 10-digit dialing for local calls.

- **For local calls, you will need to dial the Area Code + 7-digit number.** (For example, to call Dunkerton Communications from your landline, you now must dial 319-822-4512.) After October 24, 2021 calls dialed with 7-digits will not be completed.
- **For long distance calls you will continue to dial 1 + Area Code + 7-digit number.**

A letter has been mailed to all phone customers. If you have any questions please call our office. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

To reach the crisis hotline until July 16, 2022 you must dial 1.800.273.TALK (8255).

**200M Fiber Speed Now Available**

**Fiber Customers: WE'VE INCREASED YOUR SPEEDS**

**DSL (non-fiber) Customers: WE'VE LOWERED YOUR COSTS**

Check out the new speeds/rates on our website [www.dunkerton.net](http://www.dunkerton.net)



**Know what's below. Call before you dig.**

Attention Video Customers:  
Channels 19/21/22 are no longer available and have been removed from the lineup. Visit our website for an updated channel listing.  
[www.dunkerton.net](http://www.dunkerton.net)

**Sign up for paperless billing!**



**WATCH FOR PHISHING SCAMS!**

Phishing is a cybercrime in which a target (or targets) are contacted via email, telephone or text message by someone posing as a legitimate institution to lure individuals into providing sensitive data such as personally identifiable information, banking and credit card details, and passwords. The information is then used to access important accounts and can result in identity theft and financial loss.

Take the time to watch a couple brief YouTube videos and learn how to protect yourself from phishing scams.

Stay Safe from Phishing and Scams  
[https://www.youtube.com/watch?v=R12\\_y2BhKbE](https://www.youtube.com/watch?v=R12_y2BhKbE)

What is Phishing and How to Avoid the Bait  
<https://www.youtube.com/watch?v=XsOWczwRVuc>



The Emergency Broadband Benefit is an [FCC program](https://www.fcc.gov) to help families and households struggling to afford internet service during the COVID-19 pandemic. This new benefit will connect eligible households to jobs, critical healthcare services, virtual classrooms, and so much more.

To apply, visit [GetEmergencyBroadband.org](http://GetEmergencyBroadband.org). After you apply, you will need to contact the Dunkerton Communications Office to complete the enrollment/verification process.

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- Brett Delagardelle, Plant Superintendent
- Kathy Wheeler, Customer Service Representative
- Ray Miller, Combination Technician

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