



COVID-19 related operational changes at Titonka-Burt Communications:

Updated November 19, 2020:

We understand how important communications and entertainment services are to our customers and will continue to serve you to the best of our ability while acting responsibly to protect our employees and our customers in response to COVID-19 using guidance from the Iowa Department of Public Health and the CDC. The TBC office will remain closed to foot traffic until further notice. The staff is still working and you can contact our office at 515-928-2110.

We are still limiting on premise service and installations to essential services only. If we determine it is necessary to send our staff to your premise, we will ask you to respond to screening questions and sign the [Titonka-Burt Communications Coronavirus/COVIS-19 Risk Disclosure, Waiver and Release](#) prior to the service call. Please check back for updates as our response to COVID-19 may change.

Changes in Service

Many changes to your existing service(s) can be made without a visit to your premise. For example, if you have to work from home or have a student taking online classes, we can increase your bandwidth without a visit to your home. Call our office at 515-928-2110 to make changes in your internet, Digital TV or telephone service.

Trouble Reports

TBC is still taking trouble reports and installation requests to the best of our ability. We are limiting visits to your premise.

- We will do remote trouble shooting as our first option
- If we need to deliver equipment for replacement, we will ask you to install it with our call assistance.

Installation of New Services or Fiber Wiring

If we have an install request, we will use our normal application procedures and work with customers to determine the best plan.

Payments

TBC offers a variety of payment options for your convenience:

- You may leave your check or money order in the drop box at our office located at 247 Main St. N, Titonka, IA
- You may call our office at 515-928-2110 to make a debit or credit card payment over the phone
- You can pay online at TBCtel.com – click on the link for eBill at the top of page.
 - If you are new to eBill and need the information required to sign up, call our office.