

# Connection

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## restartTV free with Skitter TV

Have you ever turned on the TV to find that you missed the first part of a program and wished that you could go back to the beginning?

With Skitter TV from F&B Communications, you can restart nearly any program with the restartTV feature.

restartTV is available to all subscribers, even those that don't subscribe to DVR.

To start from the beginning of a program that is already in progress, go to the Guide, choose the program, press the Info button and select Play. This will start the program from the beginning. Customers also have rewind and fast-forward capability.

In addition to programs currently in progress, subscribers



have the ability to restart programs that have aired in the past three hours.

restartTV is available on nearly all channels. Channels that support this feature are indicat-

ed with a yellow dot next to the channel name in the Guide.

For additional instructions on using restartTV, go to [www.fbc-tele.com](http://www.fbc-tele.com) and click the Skitter TV link to view the User Guide.

## Grants available

Charity grants are available to area non-profits through F&B's partnership with Aureon. Grants are awarded quarterly and range from \$250 up to \$1,500.

Non-profits in the F&B service area are encouraged to apply. For an application, contact the office at (563) 374-1236.

## Refer a friend

Want free money? Then, refer a friend to F&B's Internet service and receive a \$25 credit on your bill. For more details and to print a referral coupon, go to [www.fbc.com.net](http://www.fbc.com.net) and click the Internet Referral link or contact the office.

## Iowa One Call

Doing any digging this spring? Be sure to call Iowa One Call at 1-800-292-8989 or dial 811 at least 48 hours in advance to have underground utilities marked. The service is free and it's the law.



## Funding for lighting upgrades

Wheatland Community Hall is the recipient of a \$250 Aureon Network Services Charity Grant; plus a \$250 matching contribution from F&B Communications.

Grant funds will be used for electrical upgrades to lighting in the lower level of the community center. Nearly \$26,500 has been awarded to organizations in the F&B service area in the last 25 years since the charity grant program began.

*Pictured (left to right): Ken Laursen, F&B; Laurie Ganzer, Wheatland Community Hall; Lisa Stannis, Aureon.*



# Save time, trees with SmartHub

Since Earth Day is April 22, do something nice for yourself and Mother Earth.

Streamline bill paying by receiving your F&B bills electronically and paying them online. It's a small change that can yield big benefits.

By switching to electronic bills, the average household can save 6.6 pounds of paper every year. If 20 percent of all U.S. households made the switch, the collective impact would save more than 1.8 million trees

and reduce gasoline consumption by 102 million gallons.

Of course, more gets saved besides trees when you manage bills online. You also save time by eliminating the clutter of paper statements and the need to write and mail checks.

To go green, go online to [www.fbc-tele.com](http://www.fbc-tele.com) or give us a call to learn more about F&B's online account access system, SmartHub. It takes just minutes to get started, but it reaps lasting rewards.



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**BUSINESS OFFICE HOURS**  
Monday to Friday 7:30 am to 3 pm

**TECHNOLOGY SOLUTIONS HOURS**  
Monday to Friday 8:30 am to 4:30 pm, Saturday 9 am to noon

**PHONE NUMBERS**  
Business Office  
(563) 374-1236 or (563) 574-1236  
Trouble/Repair  
(563) 374-1238 or (563) 574-1238  
Internet Tech Support (24/7)  
1-888-832-4322  
Technology Solutions  
(563) 374-1322

**WEB SITE**  
[www.fbc-tele.com](http://www.fbc-tele.com)

**EMPLOYEES**  
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Assistant General Manager: Aaron Horman  
Office Manager: Ariell Connelly  
Administrative Assistant: Carla Olson  
Customer Service: Michelle Harrison, Amanda Horner, Kelly Scott

Plant Supervisor: Derek Hendrickson  
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## Skitter TV lineup additions

Local weather information is now available on The Weather Channel, ch. 101.

The lower third of the screen contains current conditions and forecasts for the local communities in the F&B service area. More detailed information, including local radar, is available full screen or in sidebar graphics in "Local on the 8s."

New KWQC channels Heroes & Icons (Davenport lineup ch. 13 and Cedar Rapids lineup ch. 22) and StartTV (Davenport lineup ch. 15 and Cedar Rapids lineup ch. 23) were recently added for all subscribers.

In the Cedar Rapids market, KCRG also features the same channels on ch. 24 and 25, respectively.

Velocity, ch. 612, has been rebranded to Motor Trend.

## Beware of phishing attempts

Phishing is when a scammer uses fraudulent e-mails, texts or copycat websites to get you to share valuable personal information such as account numbers, Social Security numbers or your login IDs and passwords. Scammers use your information to steal your money, your identity or both.

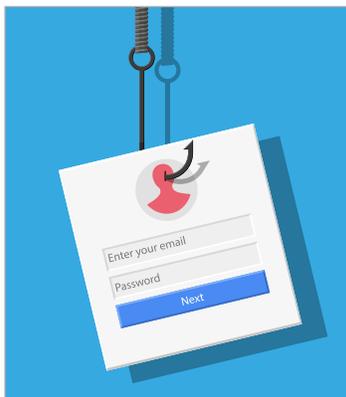
Scammers also use phishing e-mails to get access to your computer and then they install programs like ransomware that can lock you out of important files.

Phishing scammers lure their targets into a false sense of security by spoofing the familiar, trusted logos of established, legitimate companies or they pretend to be a friend or family member.

**Be cautious about opening attachments or clicking on links in e-mails.** Even your friend or family members' accounts could be hacked. Files and links can contain malware that can weaken your computer's security.

**Do your own typing if the e-mail looks suspicious.** If a company or organization you know sends you a link or phone number, don't click. Go directly to the company's website or lookup the phone number. Even though a link or phone number in an e-mail may look like the real deal, scammers can hide the true destination.

**Make the call if you're not sure.** Do not respond to any e-mails that request personal or financial information. Phishers use pressure tactics and prey on fear. If you think a company, friend or family member really does need personal information from you, pick up the phone and call them using the number in your contact list or your account statement.



SOURCE: <https://www.consumer.ftc.gov/>