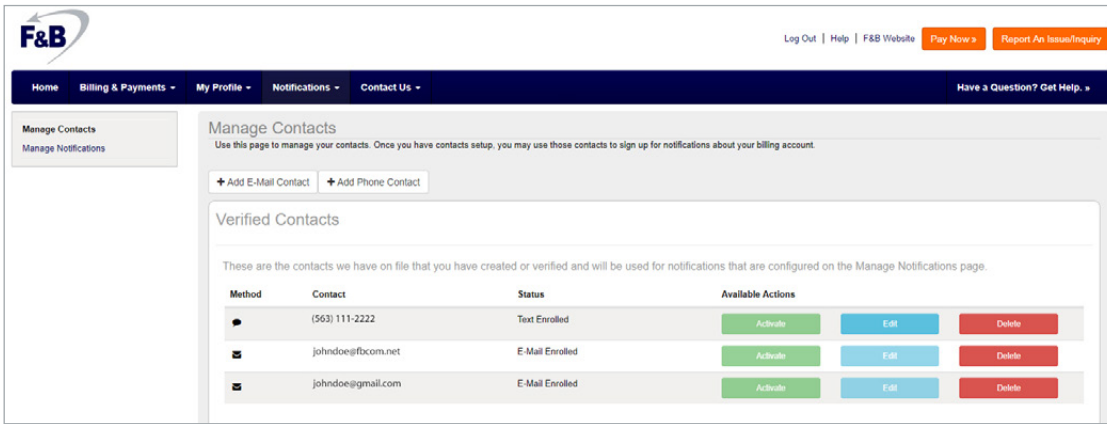


# Connection

Vol. 19, No. 5

May 2019

## SmartHub notices by text



F&B's online account system, SmartHub, allows customers to receive monthly bill available and other account messages by text (SMS) message.

To activate text message notifications, log into your Smart

Hub account and click Notifications > Manage Contacts to add and Activate your cell phone number. Then, go to Notifications > Manage Notifications to edit your contact Options for the Billing > Telecom Bill Avail-

able notice. You may also setup alerts for other notices such as payments and account security changes.

For assistance, please call (563) 374-1236.

## Appreciation Days

Our annual Customer Appreciation Days are just around the corner. We'll be serving lunch in a community near you. Mark your calendar:

- June 11 - Calamus
- June 12 - Delmar
- June 13 - Wheatland
- June 19 - Bennett
- June 20 - Lowden

## Offices closed

The F&B Communications office and Technology Solutions will be closed Monday, May 27 for Memorial Day.

## Directory ads

Representatives from Pinnacle Marketing will soon be calling on businesses in the F&B service area for Yellow Pages advertising.

Pinnacle Marketing is the company that produces the *Eastern Iowa Regional Telephone Directory*, F&B's official directory.

If you have questions about the directory advertising process, contact the F&B office.

## There's no place like home

We know you have options in communications services these days. So why should you choose F&B Communications? Because we offer important advantages that benefit both you and your community.

### Local Customer Service

If you need help or have questions, you can call or stop by our office and get personal attention from people working in your community.

### Support of Local Economy

When you choose F&B, you support the local provider and keep your money right here at home. We're a local employer, support schools and local government through tax dollars for our property and underground cable, and contribute to many local organizations.

### Money-saving Bundles

You'll enjoy incredible values when you get multiple services from F&B. Our bundles offer popular combinations of TV, Internet and phone services at discounted rates. Plus, you'll gain the convenience of receiving just one bill from one company.



# Reduce spam in your inbox

Spam messages account for more than half of e-mail traffic worldwide. Short of cutting yourself off from the Internet, there's no way to eliminate spam entirely, but there are steps you can take to reduce how much of it you see:

**Train your filter.** When you find spam in your inbox, don't just delete it. Select it, and tell your mail client that this particular message is spam. How you do this depends on your client.

**Never respond to spam.** If



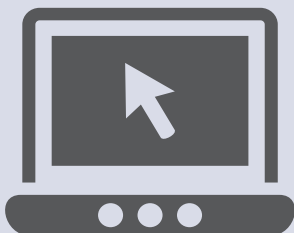
you recognize something as spam before you open it, don't open it. If you open it and then realize it's spam, close it. Do not click a link or a button, or download a file, from a message that you even remotely suspect is spam.

If you opened a spam mes-

sage because it appeared to be coming from a friend or co-worker, contact them immediately and let them know that their account may have been compromised.

**Hide your email address.** The more people who have your email address, the more spam you're going to get. So keep your address close to your chest. Don't publish it on the web unless absolutely necessary and use a different address for that purpose.

## 24/7 help desk for Internet support



Need some help with your FBCOM.net e-mail account or have an Internet connection problem? Call our help desk toll-free at **1-888-832-4322** or dial local (563) 374-3322 for assistance anytime of the day.

Technicians have access to basic account information and have recently worked with customers to resolve issues in a reduced amount of time without having to wait for a call-back from a local F&B tech.

Should the help desk technician be unable to resolve a problem over the phone or remotely, a ticket will be escalated to a local F&B technician.

# Accessibility of services for disabled customers

The Federal Communications Commission (FCC) requires service providers, like F&B Communications, ensure their services are accessible to and usable by individuals with disabilities, if readily achievable. Access to communications is paramount for full participation in today's society. F&B is committed to provide services accessible to and usable by its customers with disabilities consistent with applicable laws such as Section 255 of the Telecommunications Act of 1996 and the Americans with Disabilities Act.

The Company's telephone directory provides information on Telecommunications Relay Services for individuals with hearing and speech impairments.



Please contact us at (563) 374-1236 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services. Additional information is also available on our Web site at [www.fbc-tele.com](http://www.fbc-tele.com).



F&B Communications is seeking a temporary construction laborer for the 2019 season.

Duties include assisting with outside cable plant construction and other maintenance activities.

Interested applicants must be at least 18 years old with a clean driving record.

To download an employment application, visit [www.fbc-tele.com/employment](http://www.fbc-tele.com/employment)



**F&B Communications, Inc.**  
103 N. Main Street  
P.O. Box 309  
Wheatland, IA 52777

**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**  
General Manager: Ken Laursen  
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  
Plant Technicians: Scott Butt, Drew DeLoe, Jeff Ohnemus, Alex Rossmiller

Technology Solutions: Brooke Cavey, Chandler Gannon, Riley Holst, Matt Morris

**BOARD OF DIRECTORS**  
President: Paul Ketelsen  
Vice-President: Ryan Vander Heiden  
Secretary/Treasurer: Brenda Kay  
Directors: Doreen Henning, Trina Knoche, Joel Paulsen, Roland Reiling