

Connection

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November 2019

Refreshed SmartHub app

New look, new experience, same SmartHub

F&B's SmartHub online and mobile app provides a lot of features that help you manage your account – from billing and payment info to detailed account information. It's a great tool to help you access your account information on the go.

Last month, F&B rolled out a new upgrade for the SmartHub mobile application that helps you get to the features you need quickly and efficiently.

First, you'll notice the mobile app has a fresh, new look. When you open the app, you'll see your account details right up front or you can contact us or report a service issue with the click of a button right from the home screen.

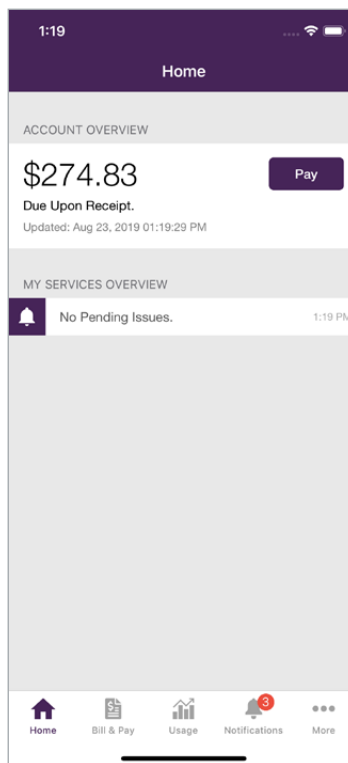
This new user experience makes it easy for us to communicate important information

with you. Billing, payment and other features are also available with one tap of a button in a new condensed bottom menu.

The refreshed app launched in the Apple App Store and Google Play store on Oct. 28. If you already use the SmartHub app, it will automatically update in the same manner that you update your other apps.

If you don't currently use the SmartHub app, download it for free on your iOS or Android device. Just search "SmartHub," download and select "F&B Communications" as your service provider. Login with your existing SmartHub Web credentials.

We hope these app updates will help provide a more user-friendly and efficient experience.



NBC Sports Chicago dropped

NBC Sports Chicago was removed from Skitter TV Sept. 30. Skitter notified F&B that day that they had been unable to come to an acceptable agreement for continued carriage of NBC Sports Chicago.

For several years, NBC Sports Chicago has been the home of Chicago Cubs baseball. Starting with the 2020 season, the Cubs are forming their own network, Marquee Sports Network. Skitter is currently in negotiations to add this new network once it launches in the spring.

Holiday hours

F&B and Technology Solutions will be closed Nov. 28 and 29 in observance of Thanksgiving.

Technology Solutions will be open Nov. 30 from 9 am to noon with Thanksgiving specials on Small Business Saturday.

Support local businesses on Small Business Saturday

F&B Communications and Technology Solutions encourage you to support the local businesses in your community on Saturday, Nov. 30.

Since 2010, the Saturday after Thanksgiving has been designated as Small Business Saturday. By supporting your hometown businesses on this day, and every other day of the year, you



celebrate the small businesses that are so vital to the success of our communities.

Please support the local businesses in your community this upcoming holiday season by purchasing merchandise, services or gift certificates for gift-giving.

Help your community grow by supporting local businesses.





HAPPY THANKSGIVING

All of us at F&B Communications hope you and your family have a wonderful Thanksgiving. In the spirit of this holiday, we also want to thank you for choosing us as your communications provider. Thanksgiving is the ideal time to express appreciation for the people we cherish. The staff and board of F&B Communications hope you have a joyous Thanksgiving celebration surrounded by family and friends.



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

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

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

HOLIDAY TECH EXPO

Wednesday, Dec. 4 - 3 to 6 pm
at Technology Solutions
108 Jefferson St. E., Wheatland

Hors d'oeuvres and
Hot Apple Cider

Demos and Product
Information

2020 Almanac Calendars

Door Prizes



New sports channels on Skitter TV

Five new channels have been added to the Skitter TV Sports Package: ESPN Goal Line and Bases Loaded, Fox Sports Detroit, Fox Sports South, Fox Sports Southeast and Fox Sports Southwest. They join existing Sports Package channels NFL Network, Outside TV, FOX College Sports, Fantasy Sports, Fight Network and NFL Red-Zone.

The Sports Package can be added to Skitter Total for \$5.99/month and to Skitter Prime or Select for \$8.99/month.



Annual Thanksgiving Sale 4 DAYS ONLY

Monday, Nov. 25 (8:30 AM TO 4:30 PM) **Tuesday, Nov. 26 (8:30 AM TO 4:30 PM)**
Wednesday, Nov. 27 (8:30 AM TO 4:30 PM) **Saturday, Nov. 30 (9 AM TO NOON)**



**SALE SPECIALS
ANNOUNCED
FRIDAY, NOV. 22**

108 Jefferson St. E. | Wheatland, Iowa | 563-374-1322 | www.ts-fbc.com

Regular Hours: Monday to Friday - 8:30 am to 4:30 pm | Saturday - 9 am to noon