

# Connection

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## SmartHub account access

Never miss a payment with F&B's SmartHub mobile app.

Designed for iOS and Android devices, the SmartHub app allows you to view and pay your F&B bill, view monthly newsletters and marketing materials, contact F&B and locate payment drop sites.

To download the app, search "SmartHub" at the Apple App Store for iOS mobile devices like iPhones and iPads and at Google Play for Android smartphones and tablets.

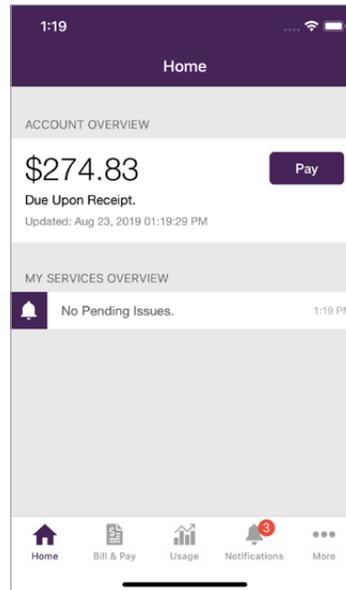


Choose "F&B Communications" as your provider and login with your SmartHub e-mail address and password.

If you do not have a login, click the "New User" button to register. It may be necessary to contact the F&B office by phone to confirm your account if you are unable to register.

A browser-based version of SmartHub with additional capabilities to manage your account is also available at [www.fbc-tele.com](http://www.fbc-tele.com).

SmartHub is a tool that provides secure access to make payments, view statements and report service issues.



## Download movies, TV shows, music legally

With so many options out there for accessing digital entertainment, it can be confusing to determine what's legal and what's not. However, it's important to be informed so you stay within legal parameters and don't engage in copyright infringement.

As a start, review these guidelines:

**Watch for titles that are "too new to be true."**

Movies that have yet to be released in theaters, or which are still out in theaters, are not legally available online.

**Trust your eyes and ears.** In many cases, the quality of illegal copies is inferior with poor sound and can appear blurry or shaky.

**Be cautious when websites make offers that are "too good to be true."** Be wary of "free" content when searching for and purchasing downloads from unfamiliar sites.

There has been an increase in the number of



abuse reports received by F&B from copyright holders claiming infringement for downloading and sharing movies and TV shows.

Some claims are asking potential abusers to settle for monetary damages or face additional charges.

When notice is received, F&B provides a copy

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## F&B scholarship deadline

Applications for the 2020 F&B, Foundation for Rural Service and other industry scholarships are due starting March 1.

Go to [www.fbc-tele.com/scholarship](http://www.fbc-tele.com/scholarship) for online applications and specific deadlines for each scholarship.

The scholarships are open to graduating high school students who live in a household that subscribes to F&B services.

## Employees earn recognition

Scott Butt, Chandler Gannon, Matt Morris and Kelly Scott were each recently honored for three years of service to F&B. Drew DeLoe and Derek Hendrickson were each recognized for five years of service. Aaron Horman was honored for 20 years of service.

Riley Holst was chosen as the 2019 Employee of the Year.

Congratulations!



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## Download movies, TV shows, music legally

of the notice sent from the rights holder to the identified end-user via certified postal mail.

The notice includes details of the alleged copyright infringement including the name of the rights holder, title of the work and a timestamp.

Copyright infringement violates sections of the F&B Acceptable Use Policy. A link to this policy can be found at the bottom of our website at [www.fbc-tele.com](http://www.fbc-tele.com).

For additional resources and a list of content sources with an array of legal choices for enjoying movies and TV shows online, go to the Motion Picture Association's website [www.respectcopyrights.org](http://www.respectcopyrights.org) and select the "Where to Watch" link.

### Skitter TV update

Effective Feb. 1, NFL Network will also be included in the Skitter TV Prime package. It remains in Skitter TV Total. NFL Network is available on ch. 607.



F&B Communications has a job opening for a full-time **Plant Technician**. Duties to include cable plant construction, maintenance, locating and fiber splicing as well as customer installations and maintenance.

For details and application information, visit <http://www.fbc-tele.com/employment>

# Safety tips to avoid tax time cybercrime



Tax season is primetime for online scams. According to the Federal Trade Commission, tax-related identity theft – when a criminal uses someone else's Social Security number along with other personal data to file an income tax return (and reap any refunds) – is the most common type of identity theft.

Take action and stay cyber safe this tax season. The National Cyber Security Alliance has some easy-to-use tips to help protect against fraudsters:

**Keep all machines clean.** Having updated software on all devices that connect to the Internet is critical. This includes security software, web browsers and operating systems for PCs and your mobile devices. Having current software is a strong defense against viruses and malware that can steal login credentials or use your computer to generate spam.

**Lock down your login.** Fortify your online accounts by enabling the strongest authentication tools available, such as biometrics, security keys or a unique one-time code through an app on your mobile device. Your usernames and passwords

are not enough to protect key accounts like banking and social media.

**Make better passwords.** If your passwords are too short or easy to guess, it's like giving a cyber thief your banking PIN. Longer passwords and those that combine capital and lowercase letters with numbers and symbols provide better protection.

**Get savvy about Wi-Fi hot spots.** Public wireless networks are not secure. Cybercriminals can potentially intercept Internet connections while you are filing highly personal information on public Wi-Fi.

**When in doubt, throw it out.** Links in e-mail are often the way bad guys get access to your personal information. If it looks weird, even if you know the source, it's best to delete.

**Think before you act.** Be leery of communications that implore you to act immediately – especially if you are told you owe money to the IRS and it must be paid promptly.

**File your tax forms on secure HTTPS sites only.**

*SOURCE: National Cyber Security Alliance*



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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

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

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