

# Connection

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## Avoid tech support scams

Tech support scammers want you to believe you have a serious problem with your computer, like a virus. They want you to pay for tech support services you don't need to fix a problem that doesn't exist.

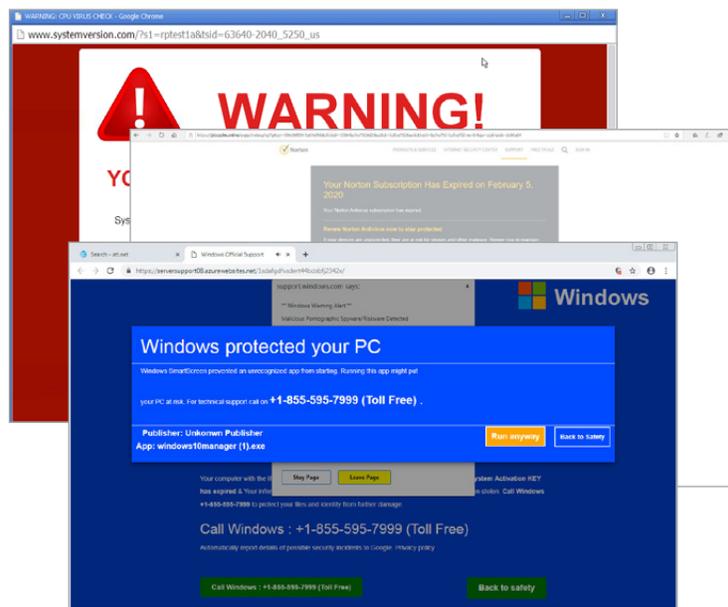
Often times they will ask you to pay by wiring money, putting money on a gift card or using a money transfer app because they know those types of payments can be hard to reverse.

### Spotting support scams

Tech support scammers use many different tactics to trick people. Spotting these tactics will help you avoid falling for the scam.

### Phone calls

Tech support scammers may call and pretend to be a computer technician from a well-known company. They say they've found a problem with your computer. They often ask you to give them remote access to your computer and then pretend to run a diagnostic test. Then they try to make you pay



to fix a problem that doesn't exist.

If you get a phone call you didn't expect from someone who says there's a problem with your computer, hang up.

### Pop-up warnings

Tech support scammers may try to lure you with a pop-up window that appears on your

computer screen. It might look like an error message from your operating system or anti-virus software.

The message in the window warns of a security issue on your computer and tells you to call a phone number to get help.

If you get this kind of pop-

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## Chicago Cubs network on Skitter TV soon

Skitter TV will soon carry Marquee Sports Network; the new home of Chicago Cubs baseball.

The regional sports network is slated to launch in early April on Skitter. The exact channel number is not yet known. The channel will be available in the Prime and Total packages.

**MARQUEE**  
SPORTS NETWORK

Starting with the 2020 season, Marquee Sports is the exclusive broadcaster of Cubs games not shown on national TV.

Besides game broadcasts, Marquee will carry documentaries and behind-the-scenes series focused on the team, as well as coverage of minor league games.

## Solar interference

If you notice a snowy picture on some of your Skitter TV channels the first two weeks of March in the afternoon hours, do not be alarmed. This is the result of solar interference and a natural event that occurs in the spring and fall.

## 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.

## Online directory

Telephone directory listings are just a few clicks away with the F&B online telephone directory.

Go to [www.fbc-tele.com](http://www.fbc-tele.com) and select the "Online Directory" link in the "Phone" tab to look up business and residential phone numbers or perform reverse phone number look-ups. Yellow page listings are also available.



# 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, 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 pro-



grams that have aired in the past three hours.

restartTV is available on nearly all channels. Channels that support this feature are indicated 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 TV tab to view the Skitter User Guide.



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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)

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**World backup day**

Don't be an April Fool. Back up all your important files – including family photos, home videos and financial documents – on World Backup Day, March 31.

It's imperative to do backups on a regular basis, not just on March 31, since losing personal files can be a devastating experience.

Contact F&B to learn about our backup solutions.

## Avoid tech support scams

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up window on your computer, don't call the number. Real security warnings and messages will never ask you to call a phone number.

**A real problem?**

If you think there may be a problem with your computer, update your computer's security software and run a scan.

If you need help fixing a problem, go to someone you know and trust.

Many software companies offer support online or by phone. Stores that sell computer equipment also offer technical support in person.

**If you were scammed**

If you paid a tech support scammer with a credit or debit card, you may be able to stop the transaction. Contact your credit card company or bank right away. Tell them what hap-

pened and ask if they can reverse the charges.

Update your computer's security software if you gave a scammer remote access to your computer. Then run a scan and delete anything it identifies as a problem.

If you gave your username and password to a tech support scammer, change your password right away. If you use the same password for other accounts or sites, change it there, too. Create a new password that is strong.

**Reporting scams**

If a tech support scammer contacts you, report it to the Federal Trade Commission at <https://www.ftccomplaintassistant.gov>.

When you report a scam, the FTC can use the information to build cases against scammers.

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



F&B Communications has a job opening for a full-time **Plant Technician**.

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