

Connection

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F&B's COVID-19 Response

With the ever-evolving situation regarding the spread of Coronavirus (COVID-19), it is important for us to share information regarding F&B Communications' response.

The health and well-being of our customers, employees and communities is of utmost priority. Protecting our employees is essential so we can continue to serve you and provide reliable service.

On March 18, we began limiting access to our business office and Technology Solutions. Our offices are closed to the public until further notice. We are still available during regular hours to answer phone calls and assist with issues over the phone at (563) 374-1236 and by remote support. After-hours emergency support also continues to be available.

The Technology Solutions store will also be closed on Saturdays until further notice.

Payments may be made by mail, online through SmartHub at www.fbc-tele.com, over the phone or deposited in our 24-hour drop boxes in each community.

If you have difficulty making your monthly payment due to disruptions caused by the Coronavirus pandemic, please contact our office to make arrangements.

We have also made some adjustments to our onsite service protocols. All non-essential work has been postponed. Currently, we are no longer entering occupied homes and businesses except in emergency situations.

All efforts will be made to aid customers over the phone

or electronically using remote and other online tools. We will do our best to attempt new service installations and repairs from outside and will guide you through any necessary inside steps over the phone.

We continue to monitor this rapidly changing situation and will adjust our business practices as conditions warrant. Updates will be shared by e-mail and posted on our website.

At F&B Communications, we are committed to providing quality and reliable communications services. We take our responsibility as your service provider seriously and are making every effort to keep our network operating at peak condition to meet the communication, information and entertainment needs of customers.

Please stay safe.

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 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.



Coronavirus scams on rise

Scammers are taking advantage of fears surrounding the Coronavirus. Here are some tips to help you keep the scammers at bay:

Hang up on robocalls. Don't press any numbers. Scammers are using illegal robocalls to pitch everything from scam Coronavirus treatments to work-at-home schemes. The recording might say that pressing a number will let you speak to a live operator or remove you from their call list, but it might lead to more robocalls, instead.

Ignore online offers for vaccinations and home test kits. There currently are no approved vaccines, pills, potions, lotions, lozenges or other prescription or over-the-counter products available to treat or cure COVID-19 — online or in stores. At this time, there also are no FDA-authorized home test kits for the Coronavirus.

Fact-check information. Scammers, and sometimes well-meaning people, share information that hasn't been verified. Before you pass on

any messages, contact trusted sources.

Know who you're buying from. Online sellers may claim to have in-demand products, like cleaning, household, and health and medical supplies when, in fact, they don't.

Don't respond to texts and emails about checks from the government. The details are still being worked out. Anyone who tells you they can get you the money now is a scammer.

Don't click on links from sources you don't know. They could download viruses onto your computer or device.

Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or experts saying they have information about the virus. For the most up-to-date information about the Coronavirus, visit the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

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



F&B Communications, Inc.
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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

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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 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.



HIRING

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>

Marquee Sports joins Skitter lineup

Marquee Sports Network, the new home of Chicago Cubs baseball, is now available on Skitter TV channel 643 in the Prime and Total packages.

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

MARQUEE SPORTS NETWORK

Besides game broadcasts, Marquee will carry documentaries, behind-the-scenes series and coverage of minor league baseball.