

# Connection

Vol. 20, No. 5

May 2020



## F&B's COVID-19 Update

Mitigating the spread of Coronavirus (COVID-19) is of utmost concern and F&B Communications continues to follow our pandemic response plan in an effort to protect the health and well-being of our customers and employees.

As an essential service, F&B is committed to providing quality and reliable communications services. We are working hard, now more than ever, to keep our communities connected.

### Keeping you safe

The business office and Technology Solutions are still closed to the public until further notice. We continue to be 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.

We have made adjustments to our onsite service protocols. All non-essential work has been postponed. We are not entering occupied homes and businesses except in emergency situations.

All efforts are being made to aid customers over the phone or electronically using remote and other online tools. We are doing our best to attempt new service installations and repairs from outside and will guide you through any necessary inside steps over the phone.

### Payment options

Payments may be made by mail, online through SmartHub at [www.fbc-tele.com](http://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.

### Community outreach

We have partnered with our local school districts to facilitate broadband access for distance learning. Households with school-aged children who do not have Internet service and show a financial hardship, may be eligible for a "limited access" broadband plan that will provide basic connectivity for in-home learning through the remainder of the school year.

### Unlimited data

As people stay at home and telework to prevent the spread of the virus, the need for Internet-related services has increased. As always, we offer our Internet customers unlimited data with no data caps or overages. We offer a variety of speed

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### Appreciation Days cancelled

Due to the COVID-19 pandemic, the annual F&B customer appreciation days events for this summer have been cancelled. This decision was made due to the uncertainty related to crowd size restrictions and in an effort to protect the health of customers and staff. The events are slated to return in 2021.

### Holiday closing

The F&B Communications office and Technology Solutions will be closed Monday, May 25 for Memorial Day.

### Directory ads

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

Pinnacle 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.



## F&B's COVID-19 Update

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options and we can usually quickly provision Internet upgrades remotely. Please call the office or check out our Website for speed options.

Our network is handling the increased Internet traffic very well. If your service is not meeting your needs, please reach out, and we will do all we can to assist you in improving your Internet and communications connections.

### Our commitment

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

At F&B Communications, 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.



## New Lowden payment drop box location

A new secure payment drop box has been installed in Lowden at City Hall adjacent to the northwest corner of the building located at 501 Main St. Instead of using the slot on City Hall, F&B payments should now be deposited in this new box. Lowden citizens should still use the drop slot on City Hall for utility and other city business. F&B is grateful to the city of Lowden for their cooperation in allowing placement of the new payment drop box.

## HIRING

F&B Communications has a job opening for a full-time **Plant Technician**. Duties to include construction and maintenance of fiber optic facilities as well as installation and support of end-user telephone, Internet, video and security services. The ideal candidate will have experience operating heavy machinery.

For details and application information, visit [www.fbc-tele.com/employment](http://www.fbc-tele.com/employment)

## 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, Inc.**  
103 N. Main Street  
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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

### BOARD OF DIRECTORS

President: Paul Ketelsen

Vice-President: Ryan Vander Heiden

Secretary/Treasurer: Brenda Kay

Directors: Doreen Henning, Trina Knoche, Joel Paulsen, Roland Reiling