

Connection

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June 2020

F&B's COVID-19 Update

Offices reopen, in-home service work resumes

As the situation related to Coronavirus (COVID-19) evolves and governmental guidance has shifted towards businesses resuming operations, F&B Communications has adjusted some mitigation procedures in accordance with our pandemic response plan. We remain diligent regarding the situation and continue to take several steps to protect the health and well-being of our customers and employees.

The business office and Technology Solutions are again open to walk-in service and sales as of the first week of June. We have taken additional safety precautions in our offices to protect employees and customers. Please follow the signs posted on the doors. We strongly encourage you



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

CONTINUED ON BACK

Brian Forret F&B, Aureon scholar

Brian Forret, a senior at Calamus-Wheatland High School from Calamus, has been named this year's local F&B \$500 scholarship winner.

He was also selected as a recipient of an Aureon \$1,000 scholarship in partnership with F&B. He was one of six students selected from across the state.

Forret plans to attend Iowa State University to major in mechanical engineering. In his application essay, he wrote of his love for agriculture and his goal of becoming a mechanical engineer to help design and build farm machinery. He also described the value of the support shown to him from the Cal-

amus-Wheatland community in shaping his character and work ethic.

High school seniors who live in households in the F&B local telephone service area were eligible for the award. Students submitted an application form and essay. Three finalists were selected for interviews.

A primary goal of the scholarship is to ensure that children have the privilege of attending college and encourage young people to return to rural areas after graduation.

The local F&B scholarship program was started in 2003 because the Board of Directors and employees of F&B are com-



BRIAN FORRET

mitted to the education of local youth and believe learning is a lifelong process.

Brian's parents are Lori and the late Chris Forret.

Appreciation Days cancelled

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

Directory changes

Our customer service team is in the process of preparing the listings for the 2020 Eastern Iowa Regional Telephone Directory.

Please review your listing in the 2019 directory and report any changes or inaccuracies to the F&B office by July 1.

Iowa One Call

Doing any digging this summer? 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.



F&B's COVID-19 Update

CONTINUED FROM FRONT

Onsite service work also resumes the first week of June. Technicians are utilizing protective equipment when entering homes and businesses. We will continue to make all efforts to aid customers over the phone, use remote support tools and practice contactless equipment pick-up and drop-off when practical.

As people stay at home and telework continues, the need for Internet-related services remains high. As always, we offer our Internet customers unlimited data with no data caps or overages. We offer a variety of speed 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.

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

Personal Home Safety System

Independence for seniors and peace-of-mind for their adult children

In the event of a fall or other medical emergency, a Personal Home Safety System from F&B is a lifeline to immediate assistance.

As seniors spend more time at home during the Coronavirus pandemic, there is a renewed interest in ensuring that loved ones have the ability to live independently at home while keeping help close at hand.



The Personal Home Safety System package includes a base unit that attaches to any phone line and a wireless pendant or wrist band. Whether

family is nearby or far away, most seniors want to remain at home. With a Personal Home Safety System, family and friends can be comfortable knowing they are safe.

Call Technology Solutions at (563) 374-1322 for details.

Congrats, graduates

F&B Communications wishes the best to all of the graduates in our communities — whether graduating from preschool, elementary school, high school or college. No matter where you are in your educational journey, moving forward is cause for celebration.

Good luck, graduates! We look forward to seeing what the world has in store for you.



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



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



How it works:

- Customer wears a wireless wrist band or pendant.
- When the button is pressed, an alert is sent to the 24/7 monitoring center.
- A specially trained attendant will attempt to make contact with the customer.
- The monitoring center will notify family or emergency personnel if needed.