

# Connection

Vol. 20, No. 7

July 2020

## Innovative SmartHub app

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.

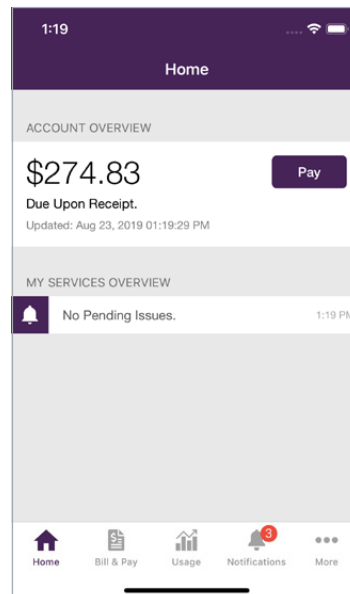


Choose "F&B Communications" as your provider and login with your SmartHub e-mail address and password.

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.



## F&B's COVID-19 business adjustments

As businesses work to resume normal operations and we all adapt to life during the Coronavirus (COVID-19) pandemic, we want to remind you of some mitigation procedures that F&B continues to have in place. 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 open to walk-in service and sales. 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](http://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.

Onsite service work has resumed. Technicians



are utilizing protective equipment when entering homes and businesses. We are practicing social distancing and request that you stay in a different room while our technician works.

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.

We continue to monitor the situation and will adjust our business practices as necessary.

### Holiday closing

The F&B office and Technology Solutions will be closed July 3 and 4 for Independence Day.

### Job opportunity

F&B has a job opening for a full-time Plant Technician. Duties to include fiber optic cable construction as well as installation and support of end-user telephone, Internet, video and security services.

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

### Be sure to call

Tearing down a house that has or once had F&B services? Please contact the office so techs can reclaim any equipment or optical terminals to avoid charges.

### 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.



# Does your PC or tablet need some TLC?

F&B's Technology Solutions division offers computer repair and maintenance. The next time your computer gets a virus or you need help setting up a new device, come to Technology Solutions. We offer a variety of services including:

- Hardware installation
- Transfer of old files to new computer
- Virus and spyware removal
- Setup of home wireless network
- System update installation
- Computer tune-up and repair
- Hard drive clean-up

Our goal is to take the trouble out of technology. For additional information about these ser-



vices, call (563) 374-1322 or stop by the store located at 108 Jefferson St. E. in Wheatland.



**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](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  
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Trina Knoche, Joel Paulsen,  
Roland Reiling

GET YOUR HANDS ON  
**FASTER  
INTERNET**



## ALL THOSE DEVICES NEED MORE SPEED

Your whole family will jump for joy after a major speed upgrade. (That is, once they put down their laptops, tablets, smartphones, controllers, and remotes.)

**FREE speed upgrade to the next level of service for 60 days.\***



CALL (563) 374-1236  
NOW TO ORDER

\*Service availability and Internet speeds will depend on location. All prices subject to change. If no request to downgrade is made before 60-day trial ends, trial Internet speed will become current Internet speed and upgrade pricing will apply. Contact us for complete details. Offer good through 7/31/20.

### Fiber Project Update

Crews continue to make progress on F&B's fiber optic upgrade project in Lowden. Main line construction is nearing completion. Currently, F&B technicians and a construction contractor are in the process of installing

a small diameter orange underground drop conduit from our service distribution box to residences.

Crews will be attempting to contact homeowners prior to beginning drop construction on their property.