

Connection

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restartTV for Skitter customers

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 Communications, 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 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. Users 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 and click the Support link to view the Skitter TV User Guide.

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-tele.com and click the referral link at the bottom of the homepage.

Watch for telecom facilities

Sensitive communications facilities are contained in underground hand-holes or in aboveground pedestals. F&B uses a mix of these enclosures in our service area.

The lids of hand-hole boxes are level with the surface of the ground and green telecom pedestals are made of either metal or fiberglass. They are located in yards and along roadsides in the right-of-way.

Use caution when mowing and trimming around hand-holes and pedestals. Also, avoid driving over hand-hole lids. Always visually inspect the area before mowing or burning to avoid damage.

COVID-19 safety protocols continue

We want to remind you that we have several safety procedures in place to continue to protect the health and well-being of customers and employees from Coronavirus (COVID-19).

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

Technicians are utilizing protective equipment



when entering homes and businesses for service work. We are practicing social distancing and request that you stay in a different room while our technician works.

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



Lifeline low-income assistance available

Low-income assistance is available to qualifying lowans for telephone service and certain broadband Internet packages as part of the federal Lifeline Program.

Lifeline is a plan that assists qualified low-income lowans by providing a credit on their monthly service bill of up to \$9.25.

Lowans whose income is at or below 135 percent of the Federal Poverty Guidelines or those that participate in one or more of the following programs are eligible for telephone assistance: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance and/or Veterans and Survivors Pension Benefit.

In addition, eligible participants must not currently be receiving Lifeline assistance from another wireline or wireless provider, and no other person in the household can be subscribed to the



Lifeline program.

To apply for the program, applications should be submitted to F&B. Forms are available at the F&B office in Wheatland or online at <http://www.fbc-tele.com>. Current applicants must recertify annually. The assistance plan is funded through the federal universal service program.

Cyber Tip: Avoid common password mistakes

One of the top ways to avoid becoming a cybercrime victim is to make sure your passwords are strong. To do that, avoid these common password mistakes:

Your password can be found in the dictionary. A software program can go through the entire dictionary very quickly, so this type of password is the easiest to crack.

You always use the same password. If you do this, you make it easy for a hacker who's accessed one of your accounts to access more of them.

Your password contains personal information. Things like your birthdate, name and



address are easy to guess, even if you tack extra numbers or other characters onto them. Other easy-to-guess information includes your spouse's name or birthdate, your anniversary, your kids' names and your pets' names.

Your password is all lowercase letters. Passwords that are varied — with both lower and uppercase letters, numbers,

and special characters — are much harder to guess.

Writing down passwords. Resist the temptation to hide passwords under your keyboard or post them to your monitor. One way to store and remember passwords securely is to use a password manager tool that keeps a list of usernames and password in encrypted form.

In order to prevent unauthorized access to your online accounts, it is recommended that you update your passwords from time to time.

It is also recommended that you implement two-factor authentication when it is available.



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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

EMPLOYEES
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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
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Fiber Project Update

Crews continue to make progress on F&B's fiber optic upgrade projects.

Main line construction is complete in Lowden. Currently, F&B technicians and a construction contractor are installing a small diameter orange underground drop conduit from our service distribution boxes to residences.

Main line construction began in Bennett last month and will continue

throughout August. Drop conduit construction is scheduled to begin in August and will last several months.

Crews will call or leave door hangers prior to beginning drop construction on properties.

The fiber optic upgrade is a multi-phase project. Once construction is complete, technicians will need to install electronic equipment at each site.