

# Connection

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## Optimize connection for learning

With some families opting for online learning and the potential that schools may shift to hybrid or full virtual learning as the Coronavirus pandemic continues, it is important that your Internet connection and home network be ready.

### Internet package

Many video conferencing programs, including Zoom, require approximately 2 to 3 Mbps of both upload and download bandwidth per device to function well.

The most basic Internet package should support video conferencing, but if you have multiple people in your home doing online learning or telework all at the same time, you may need to consider upgrading to a faster package. Remember that upload speed is just as important as download speed when it comes to video conferencing.

Most Internet speed upgrades can be performed without having to enter your home.

### Home network

The Wi-Fi router is the hub of your home network. If you cannot get a good signal, you may need to upgrade to a more powerful router or



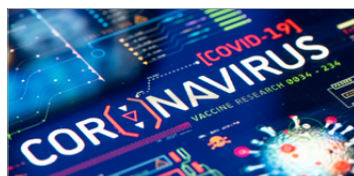
consider rearranging devices so they are closer to the router. Wireless extenders or mesh systems also allow you to enhance your wireless network coverage.

Newer routers are better equipped to handle the increased number of devices in homes. Routers that are more than a few years old may only be capable of supporting a handful of devices and often times have a speed cap limiting the maximum Internet speed possible. This means an outdated router may prevent you from receiving the full speed of your Internet plan.

## 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 cus-



tomers. 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.

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.

### Offices closed

The F&B Communications office and Technology Solutions will be closed Monday, Sept. 7 for Labor Day. Technology Solutions will also be closed Saturday, Sept. 5.

### Newsmax TV launch

Newsmax TV Network will launch on Skitter TV Prime and Total subscriptions in October on channel 116

The channel carries a news and talk format throughout the week and features documentaries and films on weekends.

### Internet Help Desk available 24/7

A reminder that F&B's Tech Support Help Desk is ready to respond to e-mail and Internet connection questions 24 hours a day, 7 days a week.

To reach the Help Desk call 1-888-832-4322 or dial locally (563) 374-3322. Help Desk technicians are trained to answer FBCom.net e-mail questions as well as troubleshoot Internet connection issues.





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\* Special offer valid for "system tune-up" only. Some repairs may require additional services. Contact us for details. Offer good through 9/30/20.

**F&B Communications, Inc.**, is a telecommunications provider who provides basic and enhanced services within its service territory, including services supported by Federal Universal Service funds and eligible for Federal Lifeline assistance. Basic services are offered at the following rates and charges:

	Monthly Service Charges
Single party, voice grade residential service, including local usage	\$18.00
Federal Subscriber Line Charge – Single Line	\$ 6.50

Customers of basic residential service have access to long distance, directory assistance, and operator service providers of their choice, at rates established by those carriers.

Toll Blocking is available at no charge for low income customers that qualify.

Emergency 911 Services are provided and a surcharge is assessed at governmental rates

Basic residential service is available as a Lifeline service. Lifeline is a government benefit program which provides a monthly credit toward a qualified low-income subscriber's telephone or broadband Internet bill. Only eligible low-income consumers may enroll in the Lifeline program. Consumers who meet eligibility criteria must also complete documentation necessary for enrollment. Lifeline assistance is non-transferable, and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. Consumers who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the program. If you have any questions regarding the company's services or you want to apply for Lifeline assistance, application forms can be obtained from F&B Communications at 103 Main St. N., Wheatland, IA 52777 or by calling (563) 374-1236.

## HIRING

F&B Communications has a job opening for a **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)**

## Fiber Project Update

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

projects.

In Lowden, 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 proceeds in Bennett and will continue throughout September. Drop conduit construction is underway 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.



**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

Technology Solutions: Brooke Cavey, Riley Holst, Matt Morris

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