

Connection

Vol. 21, No. 1

January 2021

Spot tech support scams

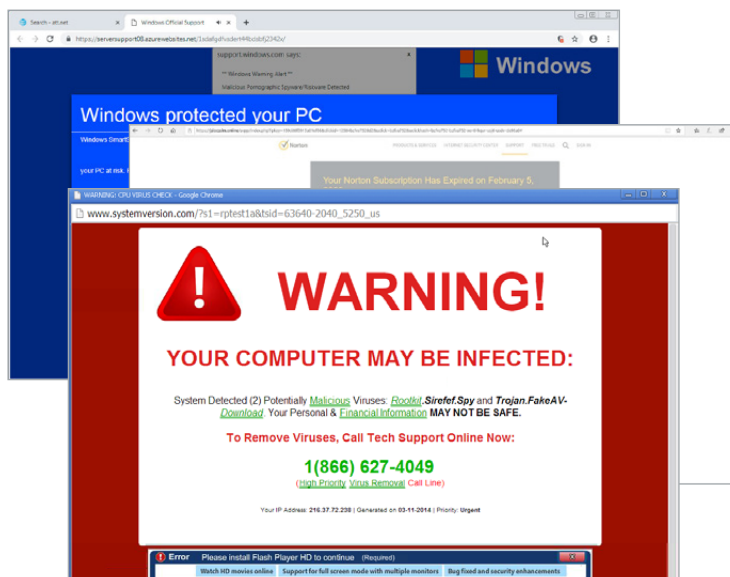
Tech support scammers want you to believe you have a serious problem with your computer, like a virus. They want you to pay for tech support services you don't need to fix a problem that doesn't exist.

Often times they will ask you to pay by wiring money, putting money on a gift card or using a money transfer app because they know those types of payments can be hard to reverse.

Spotting support scams

Tech support scammers use many different tactics to trick people. Spotting these tactics

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2021 student scholarship opportunities

If you know a bright student who gets good grades and is highly involved in their school and community, then they are likely a good candidate for the F&B Communications scholarship and one of several other scholarships available to students who live in a household that subscribes to F&B services.

This spring F&B will award one \$500 scholarship to a deserving high school senior based on scholastic achievement, citizenship and school and community involvement. This is the nineteenth year for the local F&B program.

F&B is also teaming up with the Foundation for Rural Service (FRS) to give applicants an opportunity to win one of several \$2,500, awards and other national telecom scholarships ranging from \$5,000 to \$7,000.

Additional scholarships through F&B's trade associations with Iowa Communications Alliance and Aureon are also available.

For more information on scholarships and the various application forms, visit www.fbc-tele.com/scholarship or contact F&B at (563) 374-1236. Area school guidance counselors should also have application information for students.

How to apply

Go to: www.fbc-tele.com/scholarship

Application deadlines

Aureon (\$1,000 to \$3,000):
March 1, 2021

F&B Communications (\$500): March 5, 2021

Foundation for Rural Service (\$2,500):
March 5, 2021

Iowa Communications Alliance (up to \$6,000):
March 4, 2021

Almanac calendars

2021 F&B almanac calendars are available. Stop by the F&B office or Technology Solutions to pick up a complimentary calendar.

Holiday hours

F&B Communications and Technology Solutions will be closed Jan. 1 for New Year's. Technology Solutions will also be closed Jan. 2.

Employees earn recognition

Riley Holst was recently honored for three years of service to F&B. Michelle Harrison was recognized for five years of service. Ariell Connelly was honored for 15 years of service.

Matt Morris was chosen as the 2020 Employee of the Year.

Congratulations!



Spot tech support scams

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will help you avoid falling for the scam.

Phone calls

Tech support scammers may call and pretend to be a computer technician from a well-known company. They say they've found a problem with your computer. They often ask you to give them remote access to your computer and then pretend to run a diagnostic test. Then they try to make you pay to fix a problem that doesn't exist.

If you get a phone call you didn't expect from someone who says there's a problem with your computer, hang up.

Pop-up warnings

Tech support scammers may try to lure you with a pop-up window that appears on your computer screen. It might look like an error message from your operating system or anti-virus software.

The message in the window warns of a security issue on your computer and tells you to call a phone number to get help.

If you get this kind of pop-up window on your computer, don't call the number. Real security warnings and messages will never ask you to call a phone number.

A real problem?

If you think there may be a problem with your

computer, update your computer's security software and run a scan.

If you need help fixing a problem, go to someone you know and trust.

Many software companies offer support online or by phone. Stores that sell computer equipment also offer technical support in person.

If you were scammed

If you paid a tech support scammer with a credit or debit card, you may be able to stop the transaction. Contact your credit card company or bank right away. Tell them what happened and ask if they can reverse the charges.

Update your computer's security software if you gave a scammer remote access to your computer. Then run a scan and delete anything it identifies as a problem.

If you gave your username and password to a tech support scammer, change your password right away. If you use the same password for other accounts or sites, change it there, too. Create a new password that is strong.

Reporting scams

If a tech support scammer contacts you, report it to the Federal Trade Commission at <https://www.ftccomplaintassistant.gov>.

When you report a scam, the FTC can use the information to build cases against scammers.

SOURCE: <https://www.consumer.ftc.gov/>



F&B Communications, Inc.

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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, Nick Jewell

Technology Solutions:

Brooke Cavey, Riley Holst, Matt Morris

BOARD OF DIRECTORS

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Skitter TV News

Effective Jan. 1, Skitter TV will only offer high-definition versions of channels (or standard definition if the programmer does not supply an HD feed).

Last month, Skitter TV began turning down the SD versions of all channels — channels that are in the 1,000 block.

No networks were removed as part of this process. If you attempt to tune to a channel that says "channel does not exist," remove the "1" and enter the three-digit channel number.

Data Privacy Day Jan. 28

Given the frequency and magnitude of identity theft, it's vitally important to do what you can to protect your personal information. Jan. 28 is designated as Data Privacy Day, which serves as an excellent reminder to stay vigilant.

The National Cyber Security Alliance offers these tips to help manage your privacy:

Secure your devices: Use strong passwords and PINs, two-factor authentication and/or touch ID features to lock your devices.

Think before you app: Information about you — such as the games you like to play, your

contacts list, where you shop and your location — has value, just like money. Be thoughtful about who gets that information and how it's collected through apps.

Stay up to date: Make sure your security software, web browser and operating system are updated regularly, which is the best defense against viruses, malware and other online threats.

Learn more at staysafeonline.org. Click on "Stay Safe Online" and get tips on Online Safety Basics, Managing Your Privacy and more.