

Connection

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SmartHub account access

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 m o n t h l y newsletters and marketing materials, contact F&B and locate payment drop sites.



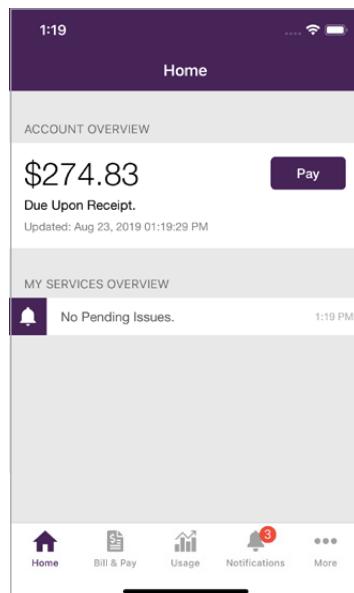
To download the app, search "SmartHub" at the Apple App Store for iOS mobile devices like iPhones and iPads and at Google Play for Android smartphones and tablets.

Choose "F&B Communications" as your provider and log-in 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.

SmartHub is a tool that provides secure access to make payments, view statements and report service issues.



Create the ultimate connected home

Are you struggling with Wi-Fi coverage in certain areas of your home? Are you experiencing slow Wi-Fi speeds? Do you have difficulty connecting devices?

If these problems sound familiar, F&B has a new solution that will help you become as connected as possible and as easily as possible.

With F&B SmartHub Wi-Fi, you receive use of a robust, whole-home Wi-Fi router optimized for your home. An F&B tech will come to your home to install the gateway and customize it based on your needs.

F&B SmartHub Wi-Fi also includes remote support to assist with device connection and performance troubleshooting.

You also receive a full suite of network management tools in the SmartHub Web portal and mobile app that allow you to monitor and test your connection and pause connectivity or set



parental controls on specific devices.

F&B SmartHub Wi-Fi is a fully managed solution for \$9.99 per month and includes a premium Wi-Fi router. The standard installation and optimization charge is \$49.99.

When you choose F&B SmartHub Wi-Fi, you leverage the full benefit of your F&B broadband connection and leave the technical side to us so you can spend more time doing what you enjoy online. Call (563) 374-1236 or visit www.fbc-tele.com for details.

F&B scholarship deadline

Applications for the 2021 F&B, Foundation for Rural Service and other industry scholarships are due starting March 1.

Go to www.fbc-tele.com/scholarship for online applications and specific deadlines for each scholarship.

The scholarships are open to graduating high school students who live in a household that subscribes to F&B services.

Ketelsen marks 30 years on board

Congratulations to Paul Ketelsen for 30 years of service on the F&B board. He was recognized last month at the company's annual meeting. He has also served as board president for the past eight years.

TV lineup sheets

Updated versions of the Skitter TV lineup sheets are available to download at www.fbc-tele.com. Copies are also available at the office.



FOX

Fox affiliate change in Cedar Rapids market

Skitter TV subscribers in Cedar County will now see Fox network programming on KGANDT2 channel 3.

The change is a result of a station ownership change.

Effective Feb. 1, KFXA, channel 28, will carry DABL programming.

DABL is a new lifestyle network focusing on entertainment programming. The network features tips from lifestyle experts with shows like The Martha Stewart Show, Essence of Emeril, Cesar Milan, Escape To the Country, Cityline and Design Inc.

Also, beginning Feb. 1, Fite TV, channel 644, will launch in the Skitter TV Total package. Fite TV focuses on combat sports such as professional wrestling, mixed martial arts and boxing.

Safety tips to avoid tax time cybercrime



Tax season is primetime for online scams. According to the Federal Trade Commission, tax-related identity theft – when a criminal uses someone else's Social Security number along with other personal data to file an income tax return (and reap any refunds) – is the most common type of identity theft.

Take action and stay cyber safe this tax season. The National Cyber Security Alliance has some easy-to-use tips to help protect against fraudsters:

Keep all machines clean. Having updated software on all devices that connect to the Internet is critical. This includes security software, web browsers and operating systems for PCs and your mobile devices. Having current software is a strong defense against viruses and malware that can steal login credentials or use your computer to generate spam.

Lock down your login. Fortify your online accounts by enabling the strongest authentication tools available, such as biometrics, security keys or a unique one-time code through an app on your mobile device. Your usernames and passwords

are not enough to protect key accounts like banking and social media.

Make better passwords. If your passwords are too short or easy to guess, it's like giving a cyber thief your banking PIN. Longer passwords and those that combine capital and lowercase letters with numbers and symbols provide better protection.

Get savvy about Wi-Fi hot spots. Public wireless networks are not secure. Cybercriminals can potentially intercept Internet connections while you are filing highly personal information on public Wi-Fi.

When in doubt, throw it out. Links in e-mail are often the way bad guys get access to your personal information. If it looks weird, even if you know the source, it's best to delete.

Think before you act. Be leery of communications that implore you to act immediately – especially if you are told you owe money to the IRS and it must be paid promptly.

File your tax forms on secure HTTPS sites only.

SOURCE: National Cyber Security Alliance



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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
General Manager: Ken Laursen
Assistant General Manager: Aaron Hormann
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, 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

HIRING

F&B Communications has a job opening for a **Plant Technician**.

Duties to include cable plant construction, maintenance, locating and fiber splicing as well as customer installations and maintenance.

For details and application information, visit <http://www.fbc-tele.com/employment>