

Connection

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April 2021

Save time, trees with SmartHub

Since Earth Day is April 22, do something nice for yourself and Mother Earth.

Streamline bill paying by receiving your F&B bills electronically and paying them online. It's a small change that can yield big benefits.

By switching to electronic bills, the average household can save 6.6 pounds of paper every year. If 20 percent of all U.S. households made the switch, the collective impact would save more than 1.8 million trees

and reduce gasoline consumption by 102 million gallons.

Of course, more gets saved besides trees when you manage bills online. You also save time by eliminating the clutter of paper statements and the need to write and mail checks.

To go green, go online to www.fbc-tele.com or give us a call to learn more about F&B's online account access system, SmartHub. It takes just minutes to get started, but it reaps lasting rewards.



Grants available

Charity grants are available to area non-profits through F&B's partnership with Aureon. Grants are awarded quarterly and range from \$250 up to \$1,500.

Non-profits in the F&B service area are encouraged to apply. The application is online at www.fbc-tele.com/grants/.

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 Internet Referral link or contact the office.

Safeguard docs and photos

Secure 'FileHopper' online back-up service

What would you do if your computer crashed and you lost all of your important documents and files or, worse yet, treasured family photos?

Be prepared for anything with the FileHopper online back-up service. Your important documents, photos, music and e-mail are securely stored and backed up to the cloud should the unthinkable happen.

The service is available as desktop software for your Windows or Mac and also as a mobile app so you can access files wherever you go.

FileHopper users safe and secure SSL encryption, the same protection technology used by



Put all of your pictures, music, documents or any other file you may treasure in a safe place! With FileHopper you will get storage that is simple, secure and reliable!

Packages
5GB, 50GB, 250GB, 500GB and 1TB Cloud Storage starting at \$5.99/mo.

banks and other institutions that maintain confidential data.

The FileHopper software is easy to install and use. You can use the setup wizard to select common files for back-up or choose specific files located

anywhere on your system.

Install the software on any number of computers to back-up and restore your files with a few clicks. Call (563) 374-1236 for details.

Iowa One Call

Doing any digging this spring? 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.



Don't fall for phishing scams

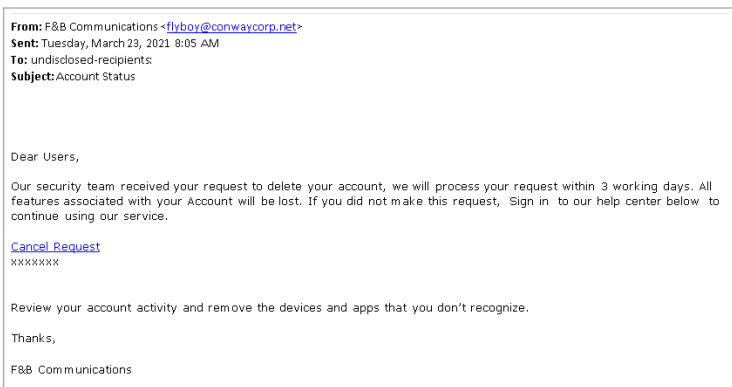
Phishing is when a scammer uses fraudulent e-mails, texts or copycat websites to get you to share valuable personal information such as account numbers, Social Security numbers or your login IDs and passwords. Scammers use your information to steal your money, your identity or both.

Scammers also use phishing e-mails to get access to your computer and then they install programs like ransomware that can lock you out of important files.

Phishing scammers lure their targets into a false sense of security by spoofing the familiar, trusted logos of established, legitimate companies or they pretend to be a friend or family member.

Be cautious about opening attachments or clicking on links in e-mails. Even your friend or family members' accounts could be hacked. Files and links can contain malware that can weaken your computer's security.

Do your own typing if the



LOCAL SCAM ALERT: FBCom.net e-mail users are also not immune to phishing scams. A recent message (above) targeted a small percentage of users last month. A reminder that F&B does not send e-mails asking to confirm information that we already have on file. If you received this email, please do not click on the link. If you have already received this email, clicked on the link in the message and logged in, please contact our office.

e-mail looks suspicious. If a company or organization you know sends you a link or phone number, don't click. Go directly to the company's website or lookup the phone number. Even though a link or phone number in an e-mail may look like the real deal, scammers can hide the true destination.

Make the call if you're not sure. Do not respond to any

e-mails that request personal or financial information. Phishers use pressure tactics and prey on fear. If you think a company, friend or family member really does need personal information from you, pick up the phone and call them using the number in your contact list or your account statement.

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



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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 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, Chandler Gannon,
Landon Gordon, Matt Morris

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Fiber Project Update

F&B's fiber optic construction projects in Lowden, Bennett and Delmar have resumed after a winter break.

Main line construction began last month in Delmar.

Weather permitting, crews will resume installation of underground drop conduit to homes in Lowden and Bennett this month.

Techs have been working throughout the winter on connecting customers to the network in Lowden.

Landon Gordon new IT tech



LANDON GORDON

Landon Gordon has joined F&B's Technology Solutions division as a computer service and sales technician.

He will assist residential and small business customers with computer repairs, networking and provide other IT services.

Landon earned a Computer Support Specialist degree from Kirkwood Community College and is a North Cedar High School graduate.

We welcome Landon to the F&B team.