

# Connection

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## SmartHub notices by text

Manage Contacts

Use this page to manage your contacts. Once you have contacts setup, you may use those contacts to sign up for notifications about your billing account.

+ Add E-Mail Contact + Add Phone Contact

Verified Contacts

These are the contacts we have on file that you have created or verified and will be used for notifications that are configured on the Manage Notifications page.

Method	Contact	Status	Available Actions
📞	(563) 111-2222	Text Enrolled	Activate Edit Delete
✉️	johndoe@fbcom.net	E-Mail Enrolled	Activate Edit Delete
✉️	johndoe@gmail.com	E-Mail Enrolled	Activate Edit Delete

F&B's online account system, SmartHub, allows customers to receive monthly bill available and other account messages by text (SMS) message.

To activate text message notifications, log into your Smart

Hub account and click Notifications > Manage Contacts to add and Activate your cell phone number. Then, go to Notifications > Manage Notifications to edit your contact Options for the Billing > Telecom Bill Avail-

able notice. You may also setup alerts for other notices such as payments and account security changes.

For assistance, please call (563) 374-1236.

## There's no place like home

We know you have options in communications services these days. So why should you choose F&B Communications? Because we offer important advantages that benefit both you and your community.

### Local Customer Service

If you need help or have questions, you can call or stop by our office and get personal attention from people working in your community.

### Support of Local Economy

When you choose F&B, you support the local provider and keep your money right here at home. We're a local employer, support schools and local government through tax dollars for our property and underground cable, and contribute to many local organizations.

### Money-saving Bundles

You'll enjoy incredible values when you get multiple services from F&B. Our bundles offer popular combinations of TV, Internet and phone services at discounted rates. Plus, you'll gain the convenience of receiving just one bill from one company.



## Appreciation Days postponed

Due to the COVID-19 pandemic, the annual F&B customer appreciation days events for June have been postponed. The annual events will resume in 2022.

## Holiday closing

The F&B Communications office and Technology Solutions will be closed Monday, May 31 for Memorial Day. Technology Solutions will also be closed Saturday, May 29.

## Directory ads

Representatives from Pinnacle Marketing will soon be contacting businesses in the F&B service area for Yellow Pages advertising.

Pinnacle produces the *Eastern Iowa Regional Telephone Directory*, F&B's official directory.

If you have questions about the directory advertising process, contact the F&B office.



## 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?



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](http://www.fbc-tele.com) for details.

### Fiber Project Update

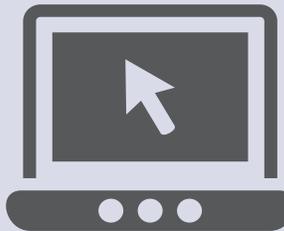
F&B's fiber optic construction projects in Lowden, Bennett and Delmar are moving forward.

Main line construction of underground conduit and cable vaults is underway in Delmar.

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

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

## 24/7 help desk for Internet support



Need some help with your FBCom.net e-mail account or have an Internet connection problem? Call our help desk toll-free at **1-888-832-4322** or dial local (563) 374-3322 for assistance anytime of the day.

Technicians have access to basic account information and have recently worked with customers to resolve issues in a reduced amount of time without having to wait for a call-back from a local F&B tech.

Should the help desk technician be unable to resolve a problem over the phone or remotely, a ticket will be escalated to a local F&B technician.



### 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, Nick Jewell

Technology Solutions:  
Brooke Cavey, Chandler Gannon, Landon Gordon, 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

*This institution is an equal opportunity provider and employer.*

## Accessibility of services for disabled customers

The Federal Communications Commission (FCC) requires service providers, like F&B Communications, ensure their services are accessible to and usable by individuals with disabilities, if readily achievable. Access to communications is paramount for full participation in today's society. F&B is committed to provide services accessible to and usable by its customers with disabilities consistent with applicable laws such as Section 255 of the Telecommunications

Act of 1996 and the Americans with Disabilities Act.

The Company's telephone directory provides information on Telecommunications Relay Services for individuals with hearing and speech impairments.

Please contact us at (563) 374-1236 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services. Additional information is also available on our Web site at [www.fbc-tele.com](http://www.fbc-tele.com).

