

# Connection

Vol. 21, No. 8

August 2021

## SMARTHUB WI-FI

# Wi-Fi where you need it

Are you struggling with Wi-Fi coverage in certain areas of your home or experiencing slow Wi-Fi speeds?

F&B has a 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.

Your new router will be secure and up-to-date. We'll manage the device and automatically install updates to keep it protected.

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 set parental controls on specific devices.

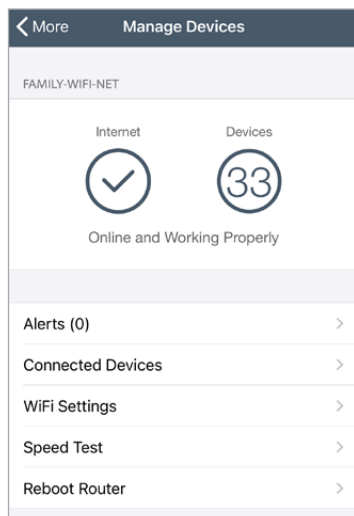
F&B SmartHub Wi-Fi is a fully managed solution for \$9.99 per month and includes a premium Wi-Fi router. If you have a larger home or unusual obstacles that limit coverage, you may need an wireless mesh extender. The standard installation and optimization charge is \$49.99.



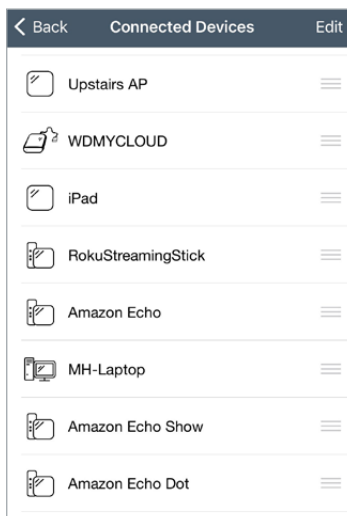
When you choose F&B SmartHub Wi-Fi, you leverage the full benefit of your F&B broadband connection and leave the technical side to us so you can

spend more time doing what you enjoy online.

To benefit from a better Wi-Fi experience, call (563) 374-1236 or visit [www.fbc-tele.com](http://www.fbc-tele.com).



SMARTHUB WI-FI MOBILE APP



## 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](http://www.fbc-tele.com) and click the referral link at the bottom of the homepage.

## Watch for telecom facilities

Sensitive communications facilities are contained in underground hand-holes or in aboveground pedestals. F&B uses a mix of these enclosures in our service area.

The lids of hand-hole boxes are level with the surface of the ground and green telecom pedestals are made of either metal or fiberglass. They are located in yards and along roadsides in the right-of-way.

Use caution when mowing and trimming around hand-holes and pedestals. Also, avoid driving over hand-hole lids. Always visually inspect the area before mowing or burning to avoid damage.



# Lifeline low-income assistance available

Low-income assistance is available to qualifying lowans for telephone service and certain broadband Internet packages as part of the federal Lifeline Program.

Lifeline is a plan that assists qualified low-income lowans by providing a credit on their monthly service bill of up to \$9.25.

Lowans whose income is at or below 135 percent of the Federal Poverty Guidelines or those that participate in one or more of the following programs are eligible for telephone assistance: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance and/or Veterans and Survivors Pension Benefit.

In addition, eligible participants must not currently be receiving Lifeline assistance from another wireline or wireless provider, and no other person in the household can be subscribed to the



Lifeline program.

To apply for the program, applications should be submitted to F&B. Forms are available at the F&B office in Wheatland or online at <http://www.fbc-tele.com>. Current applicants must recertify annually. The assistance plan is funded through the federal universal service program.



**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.*

# Cyber Tip: Avoid common password mistakes

One of the top ways to avoid becoming a cybercrime victim is to make sure your passwords are strong. To do that, avoid these common password mistakes:



**Your password can be found in the dictionary.** A software program can go through the entire dictionary very quickly, so this type of password is the easiest to crack.

**You always use the same password.** If you do this, you make it easy for a hacker who's accessed one of your accounts to access more of them.

**Your password contains personal information.** Things like your birthdate, name and

address are easy to guess, even if you tack extra numbers or other characters onto them. Other easy-to-guess information includes your spouse's name or birthdate, your anniversary, your kids' names and your pets' names.

**Your password is all lowercase letters.** Passwords that are varied — with both lower and uppercase letters, numbers,

and special characters — are much harder to guess.

**Writing down passwords.** Resist the temptation to hide passwords under your keyboard or post them to your monitor. One way to store and remember passwords securely is to use a password manager tool that keeps a list of usernames and password in encrypted form.

In order to prevent unauthorized access to your online accounts, it is recommended that you update your passwords from time to time.

It is also recommended that you implement two-factor authentication when it is available.

## Fiber Project Update

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

Main line construction is now complete in Delmar.

Currently, F&B technicians and a construction contractor are installing a small diameter orange underground drop conduit from our service distribution boxes to residences. We are working in Lowden and will then move on

to Bennett and Delmar. Drop construction 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.