

Connection

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Tech support scams persist

Tech support scams continue to take advantage of users in our service area. While we've shared articles in the past, it is important to again be aware of the tactics that scammers use in order to protect your computer and bank account.

Scammers attempt to trick you into unnecessary technical support services to supposedly fix device or software problems that don't exist.

At best, the scammers are trying to get you to pay them to "fix" a nonexistent problem. At worst, they're trying to steal your personal or financial information; and if you allow them to remote into your computer to perform this "fix" they will often install malware, ransomware or other unwanted programs that can steal your personal information.



chine so that you can't close them and may even use alarming sounds or recorded voices. Shutting down your computer generally clears the messages.

The phone calls usually take the form of a "tech support agent" calling you and pretending to be from a trusted company like Microsoft or Apple. These scammers are professionals and will often sound quite convincing.

Regardless of whether you call them from a pop-up or they call you posing as a tech support agent, the story is always the same. They tell you that they've spotted something wrong with your machine or account and want you to let them fix it.

What to do about support scams?

Remember that real error messages from big tech companies never include phone numbers for you to call them. These companies will also never cold call you to tell you that there's a problem with your device.

Bottom line, don't respond to unsolicited pop-up messages or phone calls and never provide payment information or remote access to an uninvited inquiry.

Call a trusted friend, family member or the professionals at Technology Solutions if you're worried that your device may have a problem.

SOURCES: <https://www.consumer.ftc.gov>,
<https://support.microsoft.com>

Offices closed

The F&B Communications office and Technology Solutions will be closed Monday, Sept. 6 for Labor Day. Technology Solutions will also be closed Saturday, Sept. 4.

Skitter TV changes

Beginning Sept. 27, Great American Country, ch. 313, will be rebranded as GAC Family. GAC Family celebrates American culture, lifestyle and heritage with original holiday-themed, family-friendly movies and series.

Effective Aug. 2, KCRG-TV abruptly removed three of their digital subchannels in order to carry CW programming.

In the Cedar Rapids market, CW programming is now on ch. 11. KWVL-TV picked up Heroes & Icons on ch. 8 and Circle TV programming can be viewed on KWQCDT6, ch. 27.

Updated line-up cards are available at www.fbc-tele.com or at the office.



WARNING!

YOUR COMPUTER MAY BE INFECTED:

System Detected (2) Potentially Malicious Viruses.
Your Personal Financial Information **IS NOT SAFE**
(24/7 - Toll Free - High Priority Virus Removal Call Line)
To Remove Viruses, Call Tech Support Now:

EXAMPLE TECH SUPPORT SCAM POP-UP

How do the scams work?

The two most common ways scammers contact you are via fake error messages on your computer or by calling you on the phone.

The fake error messages are usually generated by a malicious or compromised website and triggered by clicking on a link in a web search or on social media. Suddenly your screen fills with scary looking messages telling you that your machine has a problem or a virus and that you need to call the provided phone number immediately. These pop-ups may appear to block access to your ma-



RAGBRAI visits Calamus



CALAMUS CHARGES UP. As the Calamus community rolled out the welcome mat to the thousands of RAGBRAI riders and support crew last month, F&B was also on hand to offer free Wi-Fi and a cell phone charging station.



F&B Communications, Inc.
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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, Landon Gordon, Matt Morris

BOARD OF DIRECTORS
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F&B Communications, Inc., is a telecommunications provider who provides basic and enhanced services within its service territory, including services supported by Federal Universal Service funds and eligible for Federal Lifeline assistance. Basic services are offered at the following rates and charges:

	Monthly Service Charges
Single party, voice grade residential service, including local usage	\$18.00
Federal Subscriber Line Charge – Single Line	\$ 6.50

Customers of basic residential service have access to long distance, directory assistance, and operator service providers of their choice, at rates established by those carriers.

Toll Blocking is available at no charge for low income customers that qualify.

Emergency 911 Services are provided and a surcharge is assessed at governmental rates

Basic residential service is available as a Lifeline service. Lifeline is a government benefit program which provides a monthly credit toward a qualified low-income subscriber's telephone or broadband Internet bill. Only eligible low-income consumers may enroll in the Lifeline program. Consumers who meet eligibility criteria must also complete documentation necessary for enrollment. Lifeline assistance is non-transferable, and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. Consumers who willfully make false statements in order to obtain Lifeline benefits can be punished by fine or imprisonment or can be barred from the program. If you have any questions regarding the company's services or you want to apply for Lifeline assistance, application forms can be obtained from F&B Communications at 103 Main St. N., Wheatland, IA 52777, by calling (563) 374-1236 or online at www.lifelinesupport.org.

Fiber Project Update

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

projects.

Currently, F&B technicians and construction contractors are installing orange underground drop conduits from our below-ground service distribution boxes to the exterior of homes or businesses. We are finishing up in Lowden and will then move on to Bennett and Delmar.

Crews will call or leave door hangers prior to beginning drop construction on properties.