

Connection

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New junk email filter

FBCOM.net email users were recently upgraded to a new Spam filtering solution.

The filter is now integrated in webmail and Spam messages appear in the Junk folder. To access webmail to manage your Spam, go to <https://userportal.fbc.com.net/login>.

Since access to Spam messages are available in real-time, you will no longer receive the Daily Digest emails you are used to seeing.

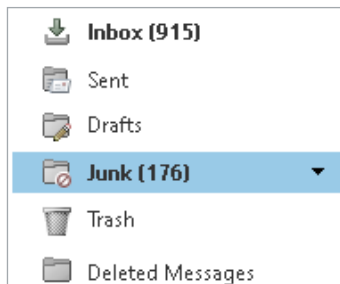
A new Spam guide page that will help you better understand how the new Spam filter works with step-by-step instructions is available at: <https://www.fbc-tele.com/company/support/>.

Most filtering of unsolicited automated email (also known as Spam or junk mail) is handled by the Spam filter before those email messages reach your Inbox. Any emails from a legitimate domain

flagged as potentially junk mail are placed in your Junk folder. You can review these messages and either move them out of the Junk folder or delete them.

If you do not move or delete the messages, they are purged after 30 days.

If there is a message that you do not want to receive, mark it as Spam by clicking the Spam button. The Spam filter is always working to learn your email preferences to better filter mail.



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 monthly 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.

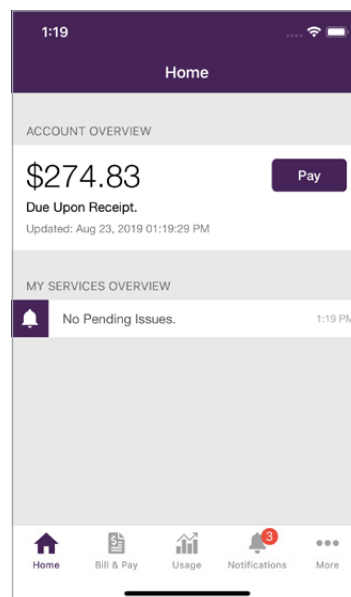


Choose "F&B Communications" as your provider and login with your SmartHub e-mail address and password.

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.



F&B scholarship deadline

Applications for the 2022 F&B, Foundation for Rural Service and Aureon scholarships are due starting Feb. 25.

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.

Technology Solutions hours

Technology Solutions is now open by appointment. Walk-in service is also available as technician availability allows.

For computer sales and repair needs, we encourage you to contact us by phone or online. Computer and device support is available by phone, remotely, in-office drop-off or on-site. Technology Solutions' service hours are 7:30 am to 4 pm weekdays.





F&B Communications has the following job openings:

NETWORK AND SYSTEMS ADMINISTRATOR

Designs, installs, maintains and coordinates company and customer LAN/WAN/VPN and related hardware and software. Enforces security policies and manages network performance.

Facilitates operating and software system installations, updates, upgrades and troubleshooting for Windows PCs and physical/virtual Windows and Linux servers.

Previous experience in an IT-related field required.

TELECOM TECHNICIAN

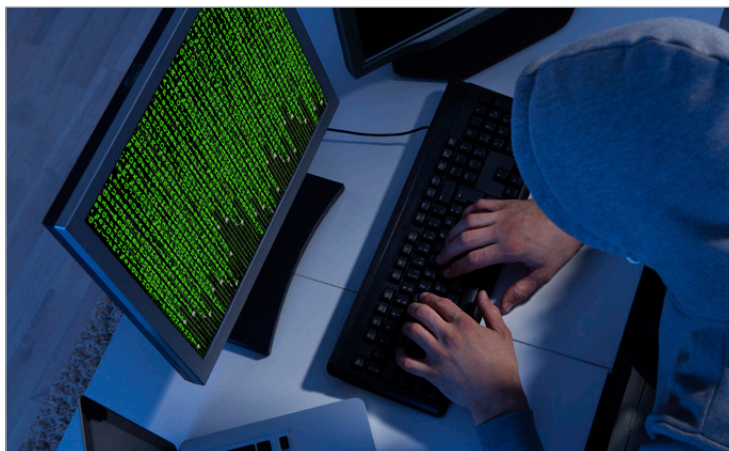
Duties to include outside fiber optic cable plant construction, maintenance, locating and splicing. Also responsible for installation and maintenance of end-user telephone, Internet, video and security services.

The ideal candidate will have experience operating construction equipment along with a knowledge of computers and basic networking skills.

Previous telecom-related experience preferred.

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

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
Mon. to Fri. 7:30 am to 4 pm

TECHNOLOGY SOLUTIONS HOURS
Mon. to Fri. 7:30 am to 4 pm by appointment with walk-in service as technician availability allows

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: Aaron Horman
Office Manager: Ariell Connelly
Customer Service: Michelle Harrison, Amanda Horner, Kelly Scott

Plant Supervisor: Derek Hendrickson

Plant Technicians: Scott Butt, Drew DeLoe, Nick Jewell

Technology Solutions:
Landon Gordon, Matt Morris

BOARD OF DIRECTORS
President: Paul Ketelsen

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