

Connection

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Fiber Internet offers benefits

F&B's fiber optic network allows subscribers to receive advanced Internet, video and phone services by offering a variety of benefits over other technologies.

Faster Data Transfer. Information transferred over fiber optic connections is super-fast. Fiber connections offer low latency and have the capability of offering synchronous download and upload speeds.

Highly Secure. Fiber cables are made of thin strands of glass and not prone to electromagnetic interference. F&B's fiber cables are buried; protecting them from harsh environmental factors such as storms, snow and winds.

Ample Bandwidth. Fiber optic technology provides lots of bandwidth to support multiple

devices. There is sufficient power to connect multiple laptops, tablets, mobile devices and other smart-home technology.

Dedicated Connection. F&B's network is architected with a dedicated fiber to each subscriber. This eliminates congestion and other bottlenecks that can impact performance on traditional shared networks.

F&B has earned the distinction of being named a Gig Certified provider for offering gigabit Internet connectivity. More than 80-percent of F&B subscribers are currently served with direct fiber connections. Fiber service is planned to be available to 100-percent of F&B customers by the end of the year when existing construction projects are completed.



Aaron Horman appointed General Manager

The board of directors of F&B Communications has recently appointed Aaron Horman General Manager of the company.

Aaron has been with F&B since 1999 and has worked in a variety of roles including marketing, retail sales, networking and plant operations in addition to management responsibilities. He was also instrumental in the creation of the Technology Solutions business unit. Most recently he served as Assistant General Manager.

He is a native of Wheatland and graduate of Calamus-Wheatland High School. He received a BA degree from Wartburg College, Waverly.



AARON HORMAN

Aaron and his wife, Megan, live in Lowden with their two children where he is active in community and church organi-

zations. He currently serves as president of the North Cedar School Board.

Hendrickson promoted

Derek Hendrickson has been promoted to Plant Manager. He has been with F&B for 8 years and has served in a variety of capacities within the outside plant department where he most recently was Plant Supervisor.

He is also a Calamus-Wheatland graduate and native of Wheatland. He earned a BA degree from the University of Northern Iowa, Cedar Falls.

Derek and his wife, Kristen, live in Wheatland with their three children.

Solar interference

If you notice a poor picture on some of your Skitter TV channels the first two weeks of March in the afternoon hours, do not be alarmed. This is the result of solar interference and a natural event that occurs in the spring and fall.

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.

Online directory

Telephone directory listings are just a few clicks away with the F&B online telephone directory.

Go to www.fbc-tele.com and click the "Online Directory" link to look up business and residential phone numbers or perform reverse phone number look-ups. Yellow page listings are also available.



restartTV free with Skitter TV

Have you ever turned on the TV to find that you missed the first part of a program and wished that you could go back to the beginning?

With Skitter TV from F&B, you can restart nearly any program with the restartTV feature.

restartTV is available to all subscribers, even those that don't subscribe to DVR.

To start from the beginning of a program that is already in progress, go to the Guide, choose the program, press the Info button and select Play. This will start the program from the beginning. Customers also have rewind and fast-forward capability.

In addition to programs currently in progress, subscribers have the ability to restart pro-



grams that have aired in the past three hours.

restartTV is available on nearly all channels. Channels that support this feature are indicated with a yellow dot next to the

channel name in the Guide.

For additional instructions on using restartTV, go to www.fbc-tele.com and click the TV tab to view the Skitter User Guide.



F&B Communications, Inc.
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OFFICE HOURS

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

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 Manager: Derek Hendrickson

Plant Technicians: Scott Butt, Drew DeLoe, Nick Jewell

Technology Solutions: 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.

Fiber Project Update

F&B technicians are actively working this winter on converting subscribers in Lowden to the new fiber optic network.

A crew is also busy working on fusion splicing and installing new electronic equipment in Bennett in anticipation of connecting subscribers to the new network in the spring.

Fiber cable installation and then splicing will also continue in Delmar this spring and summer in preparation to begin connecting subscribers later this year.

When the new system is ready in each community, F&B representatives will contact current subscribers to schedule conversion appointments.

Technology Solutions moves

In an effort to enhance customer service, Technology Solutions services are now available at the F&B office located at 103 N. Main St. in Wheatland.

On Feb. 28, all retail sales and PC repair services moved to the business office.

Computers, televisions, security cameras and other smart-home device sales are now available at this location.

Walk-in service is available from 7:30 am to 4 pm weekdays.

You may continue to call



(563) 374-1322 for computer and device phone support or to schedule remote and on-site service.

We appreciate your continued support of our Technology Solutions business unit and look forward to serving you out of the F&B office.

World backup day

Don't be an April Fool. Back up all your important files – including family photos, home videos and financial documents – on World Backup Day, March 31.

It's imperative to do backups on a regular basis, not just on March 31, since losing personal files can be a devastating experience.

Contact F&B to learn about our backup solutions.