

# Connection

Vol. 22, No. 4

April 2022

## THE ULTIMATE CONNECTED HOME

# F&B SmartHub Wi-Fi

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.

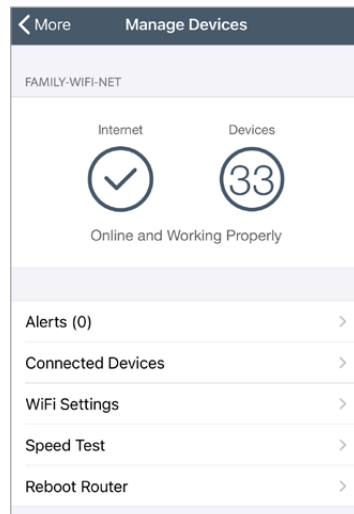
F&B SmartHub Wi-Fi is a fully managed solution for \$9.99 per month and includes a premium Wi-Fi router. If you have a larger home, you may need a wireless mesh extender. **The standard installation and optimization charge of \$49.99 is waived for a limited time.**



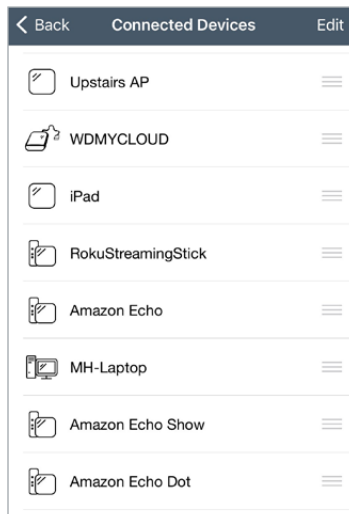
When you choose F&B SmartHub Wi-Fi, you leverage the full benefit of your F&B broadband connection and leave the technical side to us so you can

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



## Appreciation Days return this summer

F&B is pleased to announce that our annual Customer Appreciation Days are back this summer. Mark your calendars and join us for lunch in a community near you.

- Calamus - June 14
- Delmar - June 15
- Wheatland - June 16
- Bennett - June 22
- Lowden - June 23

## 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.

We also encourage you to use care around F&B equipment including pedestals, underground vaults and marking posts when burning ditches or mowing.

Damage to equipment will result in charges to those responsible for the damage and may cause a loss of service for F&B customers.



## Riley Holst returns to F&B



**RILEY HOLST**

F&B Communications welcomes back Riley Holst in a new position as a network and systems administrator.

Riley is involved in maintaining the equipment on our service provider network and assists our Technology Solutions technicians with advanced networking deployment and troubleshooting.

Welcome back, Riley!

### Fiber Project Update

F&B technicians are nearly complete with converting subscribers in Lowden to the new fiber optic network.

Crews will begin connecting customers in Bennett later this spring.

Fiber cable installation and then splicing will 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

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

PC repair services and retail sales of computers, smart-home devices, TVs, phones and accessories are 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 devices phone support or to schedule remote and on-site service.

We appreciate your continued support of our Technology Solutions division and look forward to serving you now from the F&B office location.

## TV SALE



**LOOKING FOR A GOOD DEAL ON A TV?** We can hook you up and we'll even deliver it for free!

**TECHNOLOGY SOLUTIONS** has a variety of LG and Samsung TVs in stock ranging in size from 32" up to 70."

Call (563) 374-1322 or stop by Technology Solutions at 103 N. Main St. in Wheatland for more details.

*\*Restrictions may apply on free delivery. Inquire for details.*



**F&B Communications, Inc.**  
103 N. Main Street  
P.O. Box 309  
Wheatland, IA 52777

### 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](http://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

Network and Systems Admin:  
Riley Holst

Technology Solutions:  
Landon Gordon, Matt Morris

### BOARD OF DIRECTORS

President: Paul Ketelsen  
Vice-President: Ryan Vander Heiden  
Secretary/Treasurer: Brenda Kay  
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