

# Connections

SEPTEMBER/OCTOBER 2023

## There's No Such Thing As a Dumb Question

As our community's classrooms once again become alive with learning, F&B wishes students, teachers, and administrators a successful school year. Since questions are a key part of education, this is a good opportunity to remind all of us to ask questions without hesitation. Whether you're six or sixty, if you don't understand something, ask! F&B would be happy to answer your questions about our communications services or the devices used with them. Stop by our office or call (563) 374-1236.

103 N. Main Street / PO Box 309  
Wheatland, IA 52777

**Office Hours:** M-F 7:30 am to 4:00 pm

**Office Closure:** Monday,  
September 4 - Labor Day Holiday

### Phone Numbers:

Business Office:

(563) 374-1236 or (563) 574-1236

After-Hours Trouble:

(563) 374-1238 or (563) 574-1238

Internet Tech Support 24/7:

1-888-832-4322

Technology Solutions: (563) 374-1322

**Visit Us Online:** [www.fbc-tele.com](http://www.fbc-tele.com)

 **Like Us on Facebook:**  
[facebook.com/FBCommunications](https://facebook.com/FBCommunications)



Nobody wants to deal with internet problems, especially when you're home just trying to relax. Wouldn't it be wonderful to have internet service you didn't have to worry about? That's exactly the kind we offer at F&B.

Our internet service is so reliable and carefree, you rarely need to think about it—which frees up your brain for the fun stuff, like figuring out which movie or TV series you're going to stream next.

**CALL (563) 374-1236 TO SIGN UP.  
YOU'LL BE HAPPY YOU DID!**



## New FTC Project Targets Robocalls from Overseas

As the menace of unwanted illegal robocalls continues, U.S. consumers are bombarded by millions of these calls each month, both to their land-lines and cell phones. Data shows that a significant proportion, if not the majority, of illegal robocalls originate from overseas.

To stop these illegal overseas calls, the Federal Trade Commission (FTC) has implemented Project Point of No Entry, which does the following:

1. Identifies point of entry VoIP service providers that are routing or transmitting illegal call traffic.
2. Demands they stop doing so and warns their conduct may violate the Telemarketing Sales Rule (TSR).
3. Monitors them to pursue recalcitrant providers, including by opening law enforcement investigations and filing lawsuits when appropriate.

The FTC can seek civil penalties and court injunctions to stop TSR violations. It can also seek money to refund to consumers who were defrauded via illegal telemarketing calls. The FTC coordinates directly with the agency's federal and state partners, which support the program and pursue their own actions to fight illegal telemarketing robocalls.

Results to date have shown that Project Point of No Entry is having a significant impact in the fight to stop illegal robocalls.

**For more information or to report robocalls, visit [DoNotCall.gov](https://www.donotcall.gov).**



## Avoid These Common Mistakes with Home Wi-Fi

Is your home Wi-Fi slower than you expect it to be? You may be making one or more of these common mistakes. Fortunately, they're all easy to fix!

### **Your router is in the wrong place.**

Granted, routers aren't all that attractive. So, you may be tempted to hide yours away behind your TV set or in a corner on the floor. However, your Wi-Fi will work best if your router is placed in a central place in your home and as high up as possible. This is because a router will spread Wi-Fi signals evenly in all directions outwards from its location. If you have yours in a second-floor closet or down in the basement, you're not getting the benefit of all its signals.

### **You let freeloaders use your network.**

The more people who use your home's Wi-Fi network, the slower it may become. So, you don't want your next-door neighbor mooching off you. If your Wi-Fi network isn't password protected, you need to fix that immediately.

### **Your router is an outdated model.**

If you can't remember the last time you got a new router, it's probably time for an update. Old routers may not be equipped to handle the number of internet-connected devices and users in your home, resulting in diminished Wi-Fi performance. Getting a new router is an easy and affordable way to improve things.

### **Your internet connection isn't fast enough.**

Sometimes slow Wi-Fi has little or nothing to do with router problems or freeloading neighbors. The cause could be that your current internet plan has insufficient bandwidth to meet the needs of many devices being used simultaneously. If you've tried the fixes already mentioned and still aren't satisfied with your home Wi-Fi, consider increasing your internet speed to a higher level. For many families these days, a plan in the 100 Mbps to 500 Mbps range is a good choice, especially if high-quality streaming and online gaming are priorities for you.

**F&B offers solutions to enhance your home Wi-Fi experience, including SmartHub Managed Wi-Fi and internet speeds up to 1 Gig. To learn more, visit [www.fbc-tele.com](https://www.fbc-tele.com) or call (563) 374-1236.**

