

Connection

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March 2018

Skitter TV new video service

F&B Communications has contracted with Skitter®, Inc., a national cable TV provider, to make a new TV service available to our subscribers.

Skitter TV is a full-featured television subscription service that is available from F&B, as we have discontinued our existing TV service.

The Skitter service offers more comprehensive solutions with more advanced features than we could deliver utilizing our previous platform. Skitter TV offers three channel packages and several advanced features. F&B provides local customer service, billing, installation and service of Skitter.

Skitter offers many of the same value-added features that our video customers have come to enjoy along with new options. Here are some key features:

Variety of Content – Nearly all of the channels F&B offered previously, and 30 more, are on Skitter TV in crystal-clear HD quality. The Total package is most comparable to F&B's previous "basic" offering and the Select package is similar to F&B's "lite" package.

Network Programming – Local broadcast programming for ABC, CBS, NBC, FOX and PBS is available for customers in the respective Cedar Rapids and Davenport market areas.

Premium Channels – HBO, Cinemax, Starz, and Starz Encore premium services are available.



Local Programming – Skitter TV carries F&B's local info, local weather and local content channels.

Digital Video Recorder – With Remote Storage DVR, you can record multiple programs simultaneously and replay them on any connected TV in your home. With "cloud" storage, you do not have to be concerned about losing recordings due to a hardware failure.

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Solar interference

If you notice a snowy 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.

F&B certified Gig-Capable Provider

F&B has been recognized by NTCA-The Rural Broadband Association, the premier association representing nearly 900 independent, community-based telecommunications companies that are leading innovation in rural and small-town America, as a Certified Gig-Capable Provider for delivering gigabit broadband speeds and enabling technological innovation in the Calamus and Wheatland gigabit exchanges.

As a Certified Gig-Capable Provider, F&B joins a national



campaign to build awareness and industry recognition of community-based telecom providers that have built communi-

cations networks capable of delivering Internet speeds of up to one gigabit per second, which is 100 times faster than those currently available in many U.S. households.

"I applaud F&B Communications for its commitment to delivering the Internet's fastest speeds—an accomplishment worthy of much praise considering the unique and challenging circumstances small, community-based telecommunications providers operate un-

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Skitter expands programming, advanced features



Restart TV – Subscribers have the ability to go back up to three hours in the on-screen guide and start watching from the beginning of a program already in progress for many of the channels.

On-Screen Caller ID – Subscribers of F&B phone service with Caller ID will see incoming Caller ID information displayed on the TV screen.

watchTVeverywhere – Skitter offers a watchTVeverywhere service, similar to F&B’s previous offering, that allows subscribers to view video content on mobile devices and PCs both at home and on the go.

4K Content – Skitter is working with programmers to develop a 4K programming package. This service is scheduled to be available later this year.

Skitter can be bundled with F&B Internet and phone to receive additional discounts.

More Skitter TV information, including pricing, channel line ups and a user guide, is available online at www.fbc-tele.com.

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F&B certified Gig-Capable Provider

der every day in serving some of our country’s most rural communities,” said NTCA Chief Executive Officer Shirley Bloomfield.

“By building a gigabit-capable network, F&B has not only overcome these challenges, but also shattered conventional benchmarks for broadband speed to enable cutting-edge technologies that drive innovation and promote economic development in their communities, region and nationwide.”

To achieve certification, telecommunications companies must show that gigabit tech-

nology is currently commercially available within 95% of one or more exchanges within its serving territory and that such service can be provided without new trenching or stringing new aerial facilities. This statement must be confirmed by a letter from an engineering firm or other independent source involved in the company’s network planning, deployment or operation.

F&B continues its gigabit fiber deployment in Lowden in 2018, followed by Bennett and Delmar.

FREE TRAINING WORKSHOP



Skitter Overview and How To

Thursday, March 22 from 6 to 7:30 pm

Just installed with Skitter TV and want to learn how to use Restart TV or Remote Storage DVR? Join us for a free class that goes over basic operation of Skitter, steps to customize your on-screen experience and a review of new features available through Skitter.

Prospective Skitter subscribers are also invited.

Preregistration is required as class space is limited. Classes held at the Technology Solutions store. Call (563) 374-1322 to sign up or register online at www.fbc-tele.com.

World Backup Day is March 31

Don’t be an April Fool. Backup 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. Losing files is common and can be caused by things like theft, hardware failure, computer viruses, car accidents, fire and flooding.

Contact F&B at (563) 374-1236 to learn about our backup solutions.



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BUSINESS OFFICE HOURS

Monday to Friday 8 am to 5 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: Ken Laursen
Assistant General Manager: Aaron Horman
Office Manager: Ariell Connelly
Administrative Assistant: Carla Olson
Billing/CABS: Kendra Rock
Customer Service: Michelle Harrison, Kelly Scott
Plant Supervisor: Derek Hendrickson
Plant Technicians: Pat Ahrens, Scott Butt, Drew DeLoe, Tyler Leibold, Logan Warren
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