

# Connection

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## Save time, trees with SmartHub

Since Earth Day is April 22, do something nice for yourself and Mother Earth.

Streamline bill paying by re-receiving your F&B bills electronically and paying them online. It's a small change that can yield big benefits.

By switching to electronic bills, the average household can save 6.6 pounds of paper every year. If 20 percent of all U.S. households made the switch, the collective impact would save more than 1.8 million trees

and reduce gasoline consumption by 102 million gallons.

Of course, more gets saved besides trees when you manage bills online. You also save time by eliminating the clutter of paper statements and the need to write and mail checks.

To go green, go online to [www.fbc-tele.com](http://www.fbc-tele.com) or give us a call to learn more about F&B's online account access system, SmartHub. It takes just minutes to get started, but it reaps lasting rewards.



## restartTV for all Skitter TV customers

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 Communications, 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 programs that have aired in the past three hours.

restartTV is available on nearly all channels. Channels that support this feature are indicat-

ed with a yellow dot next to the channel name in the Guide.

For additional instructions on using restartTV, go to [www.fbc-tele.com](http://www.fbc-tele.com) and click the Skitter TV link to view the User Guide.



## Grants available

Charity grants are available to area non-profits through F&B's partnership with Aureon. Grants are awarded quarterly and range from \$250 up to \$1,500.

Non-profits in the F&B service area are encouraged to apply. For an application, contact the office at (563) 374-1236.

## Refer a friend

Want free money? Then, refer a friend to F&B's Internet service and receive a \$25 credit on your bill. For more details and to print a referral coupon, go to [www.fbc.com.net](http://www.fbc.com.net) and click the Internet Referral link or contact the office.

## 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.



# Tips for using public Wi-Fi

Wi-Fi hotspots in coffee shops, libraries, airports, restaurants, hotels and other public places are convenient, but they're usually not secure. If you connect through a Wi-Fi network and send information through Web sites or mobile apps, it might be accessed by someone else.

To protect your information when using wireless hotspots, send information only to sites that are fully encrypted and avoid using mobile apps that require personal or financial information.

If you send email, share digital photos and videos, use social networks or bank online, you're sending personal information over the Internet. Many Web sites, like banking sites, use encryption to protect your information as it travels from your computer to the destination computer or server.

To determine if a Web site is encrypted, look for **https** at the start of the Web address (the "s" is for secure). Some sites use encryption only on the sign-in page, but if any part of your session isn't encrypted, your entire account could be vulnerable. Look for https on every page you visit, not just when you sign in.

Unlike Web sites, mobile apps don't have a visible indicator like https. Researchers have found that many mobile apps don't encrypt information properly, so it's a bad idea to use certain types of mobile apps on unsecured Wi-Fi. If you plan to use a mobile app to conduct sensitive transactions like filing your taxes, shopping with a credit card or accessing your bank account, use a secure wireless network or your phone's data network (often referred to as 3G or 4G/LTE).

If you must use an unsecured wireless network for transactions, use the company's mobile Web



site so you can check for the https at the start of the Web address rather than the company's mobile app.

Most Wi-Fi hotspots don't encrypt the information you send over the Internet and aren't secure. In fact, if a network doesn't require a WPA or WPA2 password, it's probably not secure.

If you use an unsecured network to log in to an unencrypted site, other users on the network could see what you see and what you send. New hacking tools make this easy, even for users with limited technical know-how.

For added protection, do not use the same password on different Web sites. It could give someone who gains access to one of your accounts access to many of your accounts.

Finally, consider changing the settings on your mobile device so it doesn't automatically connect to nearby Wi-Fi. That way, you have more control over when and how your device uses public Wi-Fi.

SOURCE: <http://consumer.ftc.gov>

## Check out scam alerts from the FTC

Does it seem as though scams are coming at you from all directions — your e-mail, your social media accounts and your phone?

F&B encourages you to stay informed and alert to help protect yourself from becoming the victim of a scam. One way to do this is to check out this Federal Trade Commission link on a regular basis: <https://www.consumer.ftc.gov/scam-alerts>



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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](http://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: Scott Butt,  
Drew DeLoe, Tyler Leibold,  
Logan Warren

Technology Solutions:  
Brooke Cavey, Chandler Gannon,  
Riley Holst, Matt Morris, Joel  
Schroeder

### **BOARD OF DIRECTORS**

President: Paul Ketelsen

Vice-President: Ryan Vander  
Heiden

Secretary/Treasurer: Brenda Kay

Directors: Norman Boussetot,  
Doreen Henning, Joel Paulsen,  
Roland Reiling

### **FREE TRAINING WORKSHOP**

## **Skitter Overview and How To Class**

*Wednesday, April 18 from 6 to 7:30 pm*

### **REPEAT OF CLASS OFFERED IN MARCH**

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](http://www.fbc-tele.com).

