

# Connection

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## Caller ID spoofing on rise

"Spoofing" occurs when a caller deliberately falsifies the information transmitted to your caller ID display on your landline or mobile phone to disguise their identity.

Spoofing is often used as part of an attempt to trick someone into giving away valuable personal information so it can be used in fraudulent activity or sold illegally.

U.S. law and FCC rules prohibit most types of spoofing; however, this activity has been on the increase in recent months.

Caller ID lets consumers avoid unwanted phone calls by displaying caller names and phone numbers, but the caller ID feature is sometimes manipulated by spoofer who masquerade as representatives of banks, creditors, insurance companies or the government.

Spoofers are also using random working and non-working local telephone numbers in the same area code and prefix as your phone number to make you to think that someone "local" is calling.

You may not be able to tell right away if an incoming call is spoofed. Be careful about re-



sponding to any request for personal identifying information. Never give out personal information such as account numbers, Social Security numbers, passwords or other identifying information in response to unexpected calls.

Most spoofed calls are automated robocalls with no live operator; however, if you get an inquiry from someone who says they represent a company seeking personal information, hang up and call the phone number on your account statement, in the phone book or on the company's Web site to verify the authenticity of the call.

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## Offices closed

The F&B Communications office and Technology Solutions will be closed Tuesday, July 4 for Independence Day.

## Thank you

More than 1,000 pork chop sandwiches were served at last month's customer appreciation events. Thank you for allowing us to spend the day in your community. We appreciate your continued patronage.

Winners of the door prize and kids' drawing are posted on our Web site at [www.fbc-tele.com](http://www.fbc-tele.com).

## Fair booth

Visit the Technology Solutions booth at the Clinton County Fair in DeWitt July 13 to 16. Stop by to register for prizes and visit with our staff.

## Be sure to call

Tearing down a house that has or once had F&B services? Please contact the office so techs can reclaim any equipment or optical terminals to avoid charges.

## Explore SmartHub mobile app

It's a mobile world and the F&B SmartHub app allows you to keep an eye on your F&B account from your smartphone or tablet.

Designed for iOS and Android devices, the SmartHub app allows you to view and pay your F&B bill, view monthly newsletters and marketing materials, contact F&B and locate payment drop sites.

To download the app, search "SmartHub" at the Apple App Store for iOS mobile devices like iPhones and iPads and at Google Play for Android smartphones and tablets.

Choose "F&B Communications" as your provider and log in with your SmartHub e-mail address and password.

There is no charge to download or use SmartHub.



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INTERNET**



## ALL THOSE DEVICES NEED MORE SPEED

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\*Service availability and Internet speeds will depend on location. All prices subject to change. If no request to downgrade is made before 60-day trial ends, trial Internet speed will become current Internet speed and upgrade pricing will apply. Contact us for complete details. Offer good through 7/31/17.

## Free preview weekend



Watch HBO and Cinemax – FREE all weekend from **Friday, July 21 to Monday, July 24**. Enjoy a FREE weekend of addictive series, the most entertaining new movies, powerful specials and more on HBO and Cinemax from F&B.

During the preview, watch original HBO series including the first two episodes of season 7 of *Game of Thrones*, the season 2 premiere of *Insecure* and the season 3 premiere of *Ballers*.

Also, see new movie pre-

mieres of *Hacksaw Ridge*, *Deadpool* and *Oujia: Origins of Evil* on HBO and Cinemax.

HBO programming is available on channels 300 to 305. Cinemax channels start at 320 and go through 327.

During the preview, HBO and Cinemax will be available to all F&B video subscribers, excluding hospitality accounts, and may contain PG, PG-13, TV-14, TVMA and R rated programs. If you do not wish to receive the preview, call (563) 374-1236.

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### Caller ID spoofing

Under the Truth in Caller ID Act, FCC rules prohibit any person or entity from transmitting misleading or inaccurate caller ID information with the intent to defraud, cause harm or wrongly obtain anything of value. If no harm is intended or caused, spoofing is not illegal.

In some cases, spoofing can be permitted by courts for people who have legitimate reasons to hide their information, such as law enforcement agencies working on cases, victims of domestic abuse or doctors who wish to discuss private medical matters.

SOURCE: <https://www.fcc.gov/consumers/>



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

**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 Technicians: Pat Ahrens, Scott Butt, Drew DeLoe, Derek Hendrickson, Tyler Leibold, Logan Warren  
Technology Solutions: April Carpenter, Brooke Cavey, Chandler Gannon, Matt Morris, Joel Schroeder

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