

Connection

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July 2018

Choosing your Internet speed

Different households will require different Internet speeds. Bottom line, the more Internet-connected devices you have, the more speed you need.

Take a look around and add up all of your Internet-connected devices including computers, tablets, smartphones, smart TVs, smart home devices, Blu-ray disc players, video game consoles and streaming media players (such as Roku). When several devices are using your home's Internet connection simultaneously, they share the bandwidth. If your Internet plan isn't fast enough to handle this usage, you'll experience the annoyances of slow-loading Web pages and buffering (video interruptions).

How you use the Internet has likely changed in recent years. Most households are now using their Internet connection for far



more than just e-mail or Web surfing. For example, if you're enjoying the convenience and value of streaming entertainment, such as watching movies and TV shows via Netflix or Hulu, you'll need an Internet speed that's fast enough to accommodate this activity.

Most streaming services rec-

ommend at least 5.0 Mbps for each HD quality stream you wish to view. If your family has multiple users who enjoy watching streaming content simultaneously, you can quickly see how your bandwidth needs multiply.

Remember that F&B Internet

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Offices closed

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

Don't be fooled by Caller ID spoofing

One way to avoid phone scams has traditionally been to not answer calls from numbers that you do not recognize on your Caller ID. But crooks have a sneaky way around this.

With Caller ID spoofing, they are able to make it appear as if their calls are coming from a local phone number — perhaps even from someone you know. That way, you're more likely to pick up.

The goal of this scam is to get you to reveal personal information such as account numbers, passwords and Social Security numbers. So remember to never give out personal information, such as account numbers, unless you initiate the call.

Explore SmartHub app for account access

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.



GET YOUR HANDS ON
**FASTER
INTERNET**



ALL THOSE DEVICES NEED MORE SPEED

Your whole family will jump for joy after a major speed upgrade. (That is, once they put down their laptops, tablets, smartphones, controllers, and remotes.)

FREE speed upgrade to the next level of service for 60 days.*



CALL (563) 374-1236
NOW TO ORDER

*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 7/31/18.

Appreciation Days drawing winners

Thank you to everyone who attended our annual Customer Appreciation Days in June. We served over 1,000 pork chop sandwiches and enjoyed the opportunity to visit with many of you.

A display with merchandise from Technology Solutions was featured at all locations. F&B Skitter TV and high-speed Internet services were also demonstrated.

Thank you for allowing us to spend the day in your community. We appreciate your continued patronage.

Drawing winners include:

12-month Internet Discount:
Ben Traver, Lowden
7" Android Tablet: Amy Ingles,
Delmar

Google Chromecast: Christy Stankee, Wheatland

Anker Bluetooth Speaker:
Donnette Jones, Bennett

USB Power Bank: Dallas McMahon, Calamus

Digital Photo Prints: Kari Jones, Wheatland

F&B Travel Mug and Flash Light: Jenny Brockmeyer, Lowden; Jody Stetzel, Delmar; Tom Vetter, Calamus

Children's drawing winners:
Lego Friends Set: Katie Otten, Delmar

Sky Rover Helicopter: Aidan Yaddof, Calamus

Shopkins Set: Katie Hein, Wheatland

Megastix: Marx Dittmer, Lowden

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connections provide unlimited access without any data caps. You are free to use your connection without the worry of expensive data overages or slowed speeds for excessive usage.

You can often get a big bump in Internet speed for a small monthly price or even save money and get a faster connection by selecting a Smart Connect package when you bundles Internet with telephone and/or TV service.

Check out our current plans and Smart Connect packages at www.fbc-tele.com or call (563) 374-1236 for more information.



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BUSINESS OFFICE HOURS

Monday to Friday 7:30 am to 3 pm

TECHNOLOGY SOLUTIONS HOURS

Monday to Friday 8:30 am to 4:30 pm, Saturday 9 am to noon

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: Scott Butt, Drew DeLoe, Tyler Leibold, Logan Warren

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

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