

Connection

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restartTV for all Skitter 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 indicated

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

For additional instructions on using restartTV, go to www.fbc-tele.com and click the Skitter TV link to view the User Guide.

Internet boost for the school year

The start of the school year is a great time to upgrade your home's Internet plan. After all, the whole family puts heavyweight demands on your connection with multiple devices, streaming and more.

Quit fighting with slow speeds and call (563) 374-1236 to upgrade. Ask about our special Back-to-School free upgrade offer.

Watch for hand-hole lids

In some parts of the F&B service area, communication facilities are contained in underground hand-holes instead of aboveground pedestals. The lids of these boxes are level with the surface of the ground. Please use caution when mowing and trimming around hand-holes. Also, avoid driving over them with lawn mowers or vehicles.

Cyber Tip: Avoid common password mistakes

One of the top ways to avoid becoming a cybercrime victim is to make sure your passwords are strong. To do that, avoid these common password mistakes:

Your password can be found in the dictionary. A software program can go through the entire dictionary very quickly, so this type of password is the easiest to crack.

You always use the same password. If you do this, you make it easy for a hacker who's accessed one of your accounts



to access more of them.

Your password contains personal information. Things like your birthdate, name and address are easy to guess, even if you tack extra numbers or other characters onto them. Other easy-to-guess informa-

tion includes your spouse's name or birthdate, your anniversary, your kids' names and your pets' names.

Your password is all lowercase letters. Passwords that are varied — with both lower and uppercase letters, numbers, and special characters — are much harder to guess.

In order to prevent unauthorized access to your online accounts, it is recommended that you update your passwords from time to time.



Lifeline telephone assistance available

Low-income assistance is available to qualifying low-income lowans for telephone service and certain broadband Internet packages as part of the federal Lifeline Program.

Lifeline is a plan that assists qualified low-income lowans by providing a monthly credit on their phone bill of \$9.25.

lowans whose income is at or below 135 percent of the Federal Poverty Guidelines or those that participate in one or more of the following programs are eligible for telephone assistance: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security

Income (SSI), Federal Public Housing Assistance and/or Veterans and Survivors Pension Benefit.

In addition, eligible participants must not currently be receiving Lifeline assistance from another wireline or wireless provider, and no other person in the household can be subscribed to the Lifeline program.

To apply for the program, applications should be submitted to F&B. Forms are available at the F&B office in Wheatland or online at <http://www.fbc-tele.com>. Current applicants must recertify annually. The telephone assistance plan is



funded through the federal universal service program.



F&B Communications, Inc.

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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

Customer Service: Michelle
Harrison, Kelly Scott

Plant Supervisor: Derek
Hendrickson

Plant Technicians: Scott Butt,
Drew DeLoe, Tyler Leibold

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

BOARD OF DIRECTORS

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COMPUTER CLEANUP SPECIAL:
★ **ONLY** ★
\$35.00*

While you're here, check out our great selection of computer accessories.



F&B Communications has a job opening for a full-time **Plant Technician**.

Duties to include cable plant construction, maintenance, locating and fiber splicing as well as customer installations and maintenance.

F&B is also seeking a part-time **Customer Service Representative** to serve as the primary point of contact for telephone, Internet, video and security subscribers.

We're seeking employees with experience, but will train a high achieving candidate with a desire to learn. For details and application information, visit <http://www.fbc-tele.com/employment>



(563) 374-1322 • www.ts-fbc.com • 108 Jefferson St. E. • Wheatland, IA 52777

* Special offer valid for "system tune-up" only. Some repairs may require additional services. Contact us for details. Offer good through 9/30/18.

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