



Available through



Frequently Asked Questions

General

Who is Skitter TV?

F&B has contracted with Skitter, Inc., a national cable TV provider, to make Skitter service available to our customers. Skitter maintains the subscriber relationship as the party responsible for the sale and delivery of the licensed content. F&B provides local customer service, billing, installation and service of Skitter.

Why are you offering Skitter and discontinuing your current video offering?

Due to rising costs from programmers and local broadcasters, it is becoming increasingly challenging to offer a competitive and feature-rich video service that customers have come to request and expect from F&B. Skitter allows F&B to offer a video product with 34 new channels and brings several advanced features including Restart TV, Remote Storage DVR and an end-user Web management portal. The Skitter Total package is the SAME price as F&B's Digital Video Basic service and includes 30 more channels. Skitter also offers a "middle" package with Skitter Prime that offers a slightly reduced channel offering for a lesser price.

Programming

Will I still receive all of the channels that I enjoy today in the F&B Digital Video Basic package?

Skitter offers three programming packages: Select, Prime and Total. Skitter Total is most comparable to F&B Digital Video Basic. The Skitter Total package includes 34 new channels above and beyond what is in the F&B Digital Video Basic package for the same price. Skitter Select is most comparable to F&B Digital Video Basic Lite.

Are the channel number different?

Yes. Skitter's channel numbers are different than what F&B uses today. Local channels are in the single- and double-digit part of the line-up, HD cable channels are three-digit numbers and standard definition channels start with numbers in the 1,000s group. There are two separate line-up cards for the respective TV market areas that cover the F&B service area. Customers in Clinton and Scott counties are provided the "Davenport" line-up and customers in Cedar County are provided the "Cedar Rapids" line-up. Please see the line cards for specific channels in each region.

Do I still get the local F&B channels 1, 2 and 3?

Yes. We have been able to work with Skitter to continue offering our three local channels, although the channel numbers have changed. Local Programming channel 1 is on Skitter channel 60. Local Weather channel 2 is on Skitter channel 62 and Local Information channel 3 is on Skitter TV channel 61.

I live in Clinton County, is KCRG still available?

Skitter will offer KCRG local news programming only in the Davenport region serving Clinton and Scott counties. Skitter has a slightly different agreement with KCRG and will be unable to carry KCRG programming in its entirety. Except for times when local news programming is scheduled, KCRG will be blacked out in this region. ABC programming can be viewed on WQAD. KCRG also offers free live streams of all of their news and special weather coverage online at www.kcrg.com and a Roku streaming app.

What premium channels are available?

HBO, Cinemax, STARZ and STARZ Encore are available on Skitter. Showtime is presently not available but may be added in the future. Skitter premium packages are priced individually and in certain groups. NFL Red Zone is also available on Skitter.

Do I have to subscribe to Skitter Total in order to receive premium channels?

No. You just need to subscribe to one of the three Skitter base packages and then you may subscribe to any premium package. NFL Red Zone is the only premium offering that requires you to subscribe to Skitter Total.

Does Skitter carry IPTV (Iowa Public Television)?

Yes. Skitter carries IPTV and the associated multicast channels in both the Cedar Rapids and Davenport regions. The channel names listed on the line-up cards are listed by their regional transmitter call letters. KQIN is IPTV in the Davenport region and KIIN is IPTV in the Cedar Rapids region.

The Skitter flyer states that both Prime and Total packages include the regional Fox Sports channel. What channel is this?

Skitter Prime and Total include **both** Fox Sports Midwest and Fox Sports North. F&B currently carries Fox Sports Midwest. It is the regional sports home of the St. Louis Cardinals and

Blues. Skitter also includes Fox Sports North. This is a new channel not currently carried on the F&B lineups. Fox Sports North is the regional home of the Minnesota Timberwolves, Twins, Wild and Lynx.

Pricing and Billing

Will you still offer service bundles?

Yes. Skitter is available in a bundle with telephone and Internet service. The Ultimate Smart Connect bundle, which currently include telephone, Internet and TV service, will be re-branded as **Ultimate Smart Connect Total** and include the Skitter Total service. The price of the bundle remains the same at \$163.99/mo. We also have a new bundle branded as **Ultimate Smart Connect Prime** that includes all three services, except instead of Skitter Total, it is packaged with Skitter Prime for \$149.99/mo. The Smart Connect Video, Smart Connect Video Plus and Ultimate Smart Connect Plus bundles will be discontinued. Those customers will be contacted directly to discuss other bundling options.

Why is Skitter TV \$11 more?

The price for Skitter Total at \$107.99/mo. is actually not \$11 more per month. In fact, Skitter Total is the same price as the current F&B Digital Video Basic package. The rate for F&B Digital Video Basic video increased by \$11 on Feb. 1st. This increase was directly a result of increased programming costs for local broadcasts and cable programming. The Feb. 1st rate increase notice was communicated to customers on their Jan. 1st statements. Customers that currently subscribe to F&B Digital Video Lite will be able to choose Skitter Select and still receive their local programming for \$6 less per month.

Who will I receive my bill from for Skitter?

You will be billed for Skitter TV service from F&B. We provide local customer service, billing, installation and service of Skitter.

watchTVeverywhere

I enjoy using watchTVeverywhere on my tablet and phone. Will this be available?

Yes. Skitter offers watchTVeverywhere services similar to what F&B provides that allow you to view content on your laptop, tablet or smartphone from anywhere you have Internet access. This service is included free with your Skitter subscription. Many of the same content offerings and more are available to access via the content provider's respective apps and Web portals. If you currently use F&B watchTVeverywhere offering, you will need to create a new login when Skitter is installed.

Where can I watch WTVE? On what devices?

Almost all watchTVeverywhere programs are available on PC, laptop, iPad, iPhone and Android phone. Several TV Networks are also now available on Apple TV, Roku and Xbox.

However, some TV networks have not made their programs available on all devices. Visit your device's app store and search by the network name for available applications. There is no limit to the number of devices you can use. However, TV networks may limit the number you can use at the same time.

Equipment

Do I have to change any of my equipment?

No. F&B's ADB set-top-box(es) and remote control(s) that are in your home and currently provide your video service on the Minerva video platform are compatible with Skitter. On the day we install Skitter, we will reset your STB and it will then load the Skitter service. We should not need to make changes in your home.

Recording

Is DVR (Digital Video Recorder) service available?

Yes. Skitter offers Local DVR and Remote Storage DVR. With Local DVR, recordings are stored on a set-top-box in your home, similar to how F&B Digital Video works today. With Remote Storage DVR, your recordings are saved and backed up on the Skitter system, so you never have to worry about losing your recorded programming to a hard-drive failure. The type of DVR service offered depends on how we provide the Skitter service. If you are connected to our fiber optic network, you will receive Remote Storage DVR. If you are connected to our copper DSL network, you will, in most cases, be served with Local DVR.

Will I lose my current DVR recordings?

Unfortunately, yes. The Skitter platform uses different middleware, or software, on your STB. When Skitter is installed in your home, your STB will be reset and all recordings on your DVR hard drive will be erased. Please be sure to enjoy existing recordings before the scheduled installation date.

How long can I keep my recordings?

Recordings that are set via Remote Storage DVR have an expiration date of one year from the date recorded.

How many shows can I record? How many at one time?

It depends on the DVR service. With Remote Storage DVR, there is no limit to the number of programs you can record simultaneously, and you can record up to 100 hours of programming to enjoy when you're ready. If you desire more than 100 hours of storage, additional 100-hour blocks may be purchased. Local DVR users are limited to record up to 3 channels simultaneously, in most cases, including the channel being viewed. The number of hours the Local DVR can store depends on the channels being recorded.

Additional questions?

Please contact F&B at (563) 374-1236 or go online to www.fbc-tele.com.