

# Connections

MAY/JUNE 2024



## You'll Benefit by Switching to eBilling

Are you still paying your F&B bill by writing a check and mailing it to us? If so, we encourage you to use eBilling and pay electronically instead. You'll gain more security, cut costs, save time, and reduce paperwork.

To sign up for eBilling, visit [www.fbcom.net](http://www.fbcom.net) and login to Smart Hub. Call us at (563) 374-1236 with any questions.

103 N. Main St. / P.O. Box 309  
Wheatland, IA 52777

**Office Hours:** M-F 7:30 am to 4:00 pm

**Office Closure:**  
Memorial Day - May 27

**Phone Numbers:**  
Business Office:  
(563) 374-1236 or (563) 574-1236  
After-Hours Trouble:  
(563) 374-1238 or (563) 574-1238  
Internet Tech Support 24/7: 1-888-832-4322  
Technology Solutions: (563) 374-1322

**Visit Us Online:** [www.fbcom.net](http://www.fbcom.net)

 **Like Us on Facebook:**  
[facebook.com/FBCommunications](https://facebook.com/FBCommunications)



*Congratulations*

# 2024

**CLASS OF**

## HATS OFF TO THE GRADUATES

F&B joins our communities to celebrate the accomplishments of this year's graduates. They've worked hard, learned a lot, and used their talents to grow as individuals. While there were undoubtedly challenges along the way, the tassel is worth the hassle.

Did you know the graduation hat, with its stiff square top from which the tassel hangs, is often called a mortarboard since it resembles the square tray bricklayers use when applying mortar? Think of it as a reminder to graduates to keep building throughout life.

*Best of luck in the future!*

## Here's the Scoop on 2024 Customer Appreciation Days

We're trying something different this year for our annual customer appreciation days. You're invited to join us for an ice cream party in your community's park from 4 to 6 pm to receive your complimentary locally-made ice cream treat. There will also be other free giveaways, and you can sign up for a chance to win prizes.

### Calamus

**Tuesday, June 11**

City Park Shelter

### Delmar

**Wednesday, June 12**

Norton Park West Shelter

### Wheatland

**Thursday, June 13**

City Park Shelter

### Bennett

**Tuesday, June 18**

City Park Shelter

### Lowden

**Wednesday, June 19**

Memorial Park Open Shelter

We look forward to visiting with you in June and personally thanking you for your loyalty to F&B!



## Internet Speed Matters, But So Does Reliability

Discussions about what to consider when choosing an internet plan tend to focus on speed. That's certainly understandable, given that the more the speed you have, the less time you'll spend waiting for big files to load or video buffering to stop. However, the way families and businesses evaluate internet service is evolving beyond just speed to also include reliability.

You can think of it this way: Internet speed is like the speed limit of a highway versus the number of lanes and the likelihood of roadblocks. How valuable is the ability to travel quickly if there's congestion and unreliable conditions that often hinder you from doing so?

For many businesses and homes, internet access is nearly as important as other utilities such as electricity, natural gas, and water. Having unreliable internet is stressful and counterproductive. If there's downtime, businesses simply can't operate in an efficient manner and productivity suffers. For families, unreliable internet can be an annoyance that occasionally prevents the enjoyment of streaming services and social media. For those who work from home, the consequences are more serious. It can severely limit the ability to complete projects and connect with colleagues.

You can rest assured that F&B makes internet reliability a high priority and proudly maintains an uptime of 99.999%. We've invested heavily in our fiber network, and we proactively monitor it to minimize service interruptions. Our network is also designed with redundant paths, meaning if a cable is accidentally cut, internet traffic can instantly be rerouted to another path to continue flowing.

The internet reliability you experience from F&B is further enhanced by the knowledgeable, professional support you receive from our local team of employees. After all, customer service goes hand-in-hand with reliability. Should issues develop — after all, no technology is foolproof — our goal is to get you back up and running as soon as possible.

**For complete details about the reliable, fast, and affordable internet plans we offer, call (563) 374-1236 or visit [www.fbcom.net](http://www.fbcom.net).**