

Connection

Vol. 18, No. 5

May 2018

There's no place like home

We know you have options in communications services these days. So why should you choose F&B Communications? Because we offer important advantages that benefit both you and your community.

Local Customer Service

If you need help or have questions, you can call or stop by our local office and get personal attention from people working in your community.

Support of Local Economy

When you choose F&B, you support the local provider and keep your money right here at home. We're a local employer, support schools and local government through tax dollars for our property and underground cable, and contribute to many local organizations.

Money-saving Bundles

You'll enjoy incredible values when you get multiple services from F&B. Our bundles offer popular combinations of TV, Internet and phone services at discounted rates. Plus, you'll gain the convenience of receiving just one bill from one company.

Want to know more? Give us a call at (563) 374-1236.



Skitter TV lineup changes, new channels

Several changes were made to the Skitter TV lineups during the month of April with new channels slated for addition soon.

On March 31 at midnight, Skitter TV's agreement with Viacom expired for continued carriage of BET, CMT, Comedy Central, MTV, VH1, Nickelodeon, Paramount and TV Land. Over the past six months, Skitter had been in negotiations with Viacom to secure a new carriage agreement for the channels.

Unfortunately, Skitter was unable to reach a new agreement and Viacom forced Skitter to drop these channels at the end of the current contract term.

Had Skitter agreed to Viacom's terms, it would have resulted in a per package increase of more than \$5 per month.



With the removal of the Viacom channels, Skitter has moved several channels from the Total package into the Prime package. The changes also result in a rate reduction of \$3 per month on the Total package beginning this month.

Due to contractual reasons, RFD TV, Cowboy Channel and UP were required to be moved from Select to Prime or Total.

F&B received very little advanced notice of the removal of the Viacom channels and other channel changes.

In late April, Skitter added The Word Network and Son Life to Select and above packages. TV One was added to Prime and Total packages.

Skitter has also announced plans to add CBS Sports and Hallmark Drama.

Updated copies of the lineup card are available for download at www.fbc-tele.com or by request at the office.

Skitter is also working on the launch of 11 new 4K UHD channels later this year. More details will follow when available.

Appreciation Days

Our annual Customer Appreciation Days are just around the corner. We'll be serving lunch in a community near you. Mark your calendar:

June 12 - Calamus
June 13 - Delmar
June 14 - Wheatland
June 20 - Bennett
June 21 - Lowden

Offices closed

The F&B Communications office and Technology Solutions will be closed Monday, May 28 for Memorial Day.

Directory ads

Representatives from Pinnacle Marketing will soon be calling on businesses in the F&B service area for Yellow Pages advertising.

Pinnacle Marketing is the company that produces the *Eastern Iowa Regional Telephone Directory*, F&B's official directory.

If you have questions about the directory advertising process, contact the F&B office.



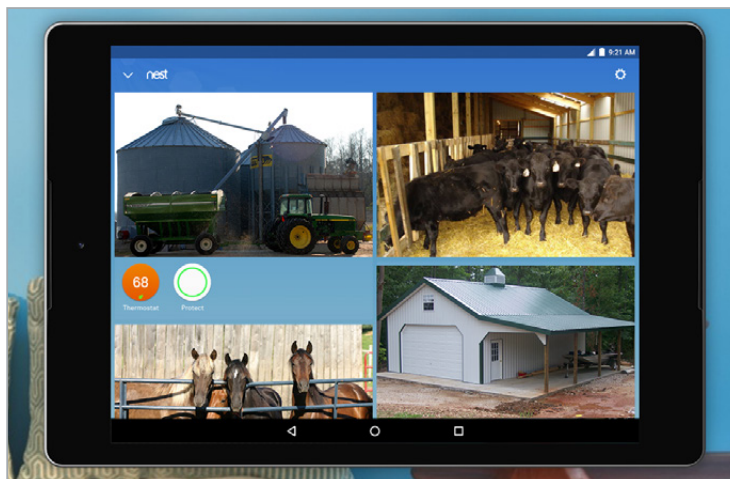
Cameras keep watch for you

Technology is making it easier for farmers to keep an eye on their livestock and homeowners to monitor their property.

With Nest Wi-Fi connected cameras, you can see and hear livestock or monitor grain bins and farm equipment on your smartphone or tablet. Homeowners can use Nest cams to watch their property or keep tabs on children playing in the yard.

Nest Cam indoor and outdoor models combined with an outdoor Wi-Fi network keep an eye on what matters to you.

With advanced motion-sensing technology, if something is up, it sends an alert to your smartphone or tablet. Nest Cams stream securely in 1080p HD. Optional cloud storage maintains recordings for 5,



10 or 30 days and offers a user-friendly interface to review footage on a computer or mobile device.

Technology Solutions is an authorized Nest Pro selling and servicing the Nest Wi-Fi connected smarthome suite of

cameras and thermostats.

To see a demo or learn how Nest cameras can enhance your farming operations or protect your home, visit the professionals at Technology Solutions or call (563) 374-1322.

24/7 help desk for Internet support

Need some help with your FBCom.net e-mail account or have an Internet connection problem? Call our help desk toll-free at **1-888-832-4322** or dial local (563) 374-3322 for assistance anytime of the day.

Technicians have access to basic account information and have recently worked with customers to resolve issues in a reduced amount of time without having to wait for a callback from a local F&B tech.

Should the help desk technician be unable to resolve a problem over the phone or remotely, a ticket will be escalated to a local F&B technician.

Accessibility of services for disabled customers

The Federal Communications Commission (FCC) requires service providers, like F&B Communications, ensure their services are accessible to and usable by individuals with disabilities, if readily achievable. Access to communications is paramount for full participation in today's society. F&B is committed to provide services accessible to and usable by its customers with disabilities consistent with applicable laws such as Section 255 of the Telecommunications Act of 1996 and the Americans with Disabilities Act.

The Company's telephone directory provides information on Telecommunications Relay Services for individuals with hearing and speech impairments.



Please contact us at (563) 374-1236 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services. Additional information is also available on our Web site at www.fbc-tele.com.



F&B Communications, Inc.
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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

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

BOARD OF DIRECTORS

President: Paul Ketelsen
Vice-President: Ryan Vander
Heiden
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