

Connection

Vol. 18, No. 6

June 2018

Customer appreciation events

You're invited to join us this month at one of our annual Customer Appreciation Days. We're firing up the grill and we've got plenty of door prizes to give away and a special drawing for the kids.

Grilled sandwiches, chips, cookies and beverages will be served in each of our five main service communities from 11:30 am to 1 pm.

We'll feature demonstrations of SkitterTV and our Internet services, as well as showcase some of the products available at Technology Solutions.

Customer Appreciation Days are designed to thank customers for their patronage throughout the year.



We look forward to seeing you this month in a community near you.

Event Schedule

Calamus

CALCO Hall
Tuesday, June 12

Delmar

Norton Park Shelter
Wednesday, June 13

Wheatland

Community Hall
Thursday, June 14

Bennett

Legion Hall
Wednesday, June 20

Lowden

Legion Hall
Thursday, June 21

New business hours effective June 4

Business hours at the F&B Communications' main office located at 103 Main St. N., Wheatland, will be changing to 7:30 am to 3 pm Monday through Friday effective June 4.

Hours at the Technology Solutions store at 108 Jefferson St. E., Wheatland, will also change. The store will be open Monday through Friday from 8:30 am to 4:30 pm and Saturdays from 9 am to noon. The Technology Solutions location is also avail-

able to provide walk-in customer service and support for F&B services.

Customer service and support for F&B services is available by phone weekdays from 7:30 am to 4:30 pm by calling (563) 374-1236. After-hours emergency repair and outage reporting is available by calling (563) 374-1238. For 24/7 Internet technical support, please call 1-888-832-4322 or (563) 374-3322. Online access to ac-

count information or to make a payment is available 24/7 through SmartHub at www.fbc-tele.com.

The earlier opening time will provide an alternative for customer service and support earlier in the day, while still maintaining the same number of customer service hours.

F&B Communications and Technology Solutions thank you for your continued business.

Directory changes

Our customer service team is in the process of preparing the listings for the 2018 Eastern Iowa Regional Telephone Directory.

Please take a moment to review your listing in the 2017 Eastern Iowa Regional Telephone Directory and report any changes or inaccuracies to the F&B office by July 1.

Iowa One Call

Doing any digging this summer? Be sure to call Iowa One Call at 1-800-292-8989 or dial 811 at least 48 hours in advance to have underground utilities marked. The service is free and it's the law.

Text alerts

With F&B's SmartHub, you can receive a text message when your monthly statement is ready to view. Login to SmartHub at www.fbc-tele.com and click on Notifications to Manage Contacts and then setup a Notification.



Amanda Wiese F&B scholar

Amanda Wiese, a senior at Durant High School from Bennett, has been named this year's local F&B \$500 scholarship winner.

Wiese plans to attend Iowa State University to major in elementary education.

In her application essay, she wrote about attending elementary school in Bennett with small class sizes and a welcoming atmosphere. She expressed gratitude to her community for supporting her athletic and academic accomplishments.

High school seniors who live in households in the F&B local

telephone service area were eligible for the award.

Students submitted an application form and essay. Three finalists were selected for in-person interviews.

A primary goal of the scholarship is to ensure that children have the privilege of attending college and encourage young people to return to rural areas after graduation.

The local F&B scholarship program was started in 2003 because the Board of Directors and employees of F&B are committed to the education of local youth.



AMANDA WIESE

Amanda's parents are Gaylon and Brenda Wiese.



F&B Communications, Inc.
103 N. Main Street
P.O. Box 309
Wheatland, IA 52777

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
Secretary/Treasurer: Brenda Kay
Directors: Norman Boussetol, Doreen Henning, Joel Paulsen, Roland Reiling

With watchTVEverywhere, watch anywhere

As an F&B Communications' SkitterTV subscriber, you have a convenient way to enjoy TV. watchTVEverywhere streams some of your favorite channels and programming – including live TV and full episodes of current TV shows – to your tablet, smartphone, smart TV, laptop or PC. It works anywhere you have Internet.

Currently, watchTVEverywhere includes nearly 70 different content choices.

On laptops and PCs you can usually view programs right in your browser. On mobile devices and tablets you will need to download the content providers' app from the App Store or Google Play.

watchTVEverywhere is included with your SkitterTV service at no additional charge. To access content through watchTVEverywhere, register at www.fbc-tele.com. It is quick and easy; just have the Skitter TV agreement number from your monthly statement (a 10-digit number that is displayed in phone number format and starts with 200) and an e-mail address handy.

Not yet an F&B SkitterTV customer? Call today at (563) 374-1236 to sign up or get more information.



Fiber project underway in Lowden

F&B construction crews have started work in Lowden on our fiber optic upgrade project.

Subscribers should have received a drop cable construction acknowledgment form by postal mail last month. Please return the form to the F&B office

as soon as possible. The form can also be completed online at www.fbc-tele.com.

Work on the project will continue throughout the summer and into the fall. This is a multi-phase project. Subscribers will be contacted at a later date to schedule work inside the home.