

# Connection

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## Protect your digital life

What would you do if your computer crashed and you lost all of your important documents and files or, worse yet, treasured family photos?

Be prepared for anything with the FileHopper online back-up service. Your important documents, photos, music and e-mail are securely stored and backed up to the cloud should the unthinkable happen.

The service is available as desktop software for your Windows or Mac and also as a mobile app so you can access files wherever you go.

FileHopper users safe and secure SSL encryption, the same protection technology used by banks and other institutions that maintain confidential data.

**Keep Your Summer Memories Safe!**

*Put all of your pictures, music, documents or any other file you may treasure in a safe place! With FileHopper you will get storage that is simple, secure and reliable!*



**Packages**

5GB Storage - \$5.99/mo.  
50GB Storage - \$9.99/mo.  
250GB Storage - \$19.99/mo.

The FileHopper software is easy to install and use. You can use the setup wizard to select common files for back-up or choose specific files located anywhere on your system.

Install the software on any number of computers to back-up and restore your files with a few clicks. Contact the F&B office at (563) 374-1236 for details.

## Download movies, TV shows, music legally

With so many options out there for accessing digital entertainment, it can be confusing to determine what's legal and what's not. However, it's important to be informed so you stay within legal parameters and don't engage in copyright infringement. As a start, review these guidelines:

Watch for titles that are "too new to be true." Movies that have yet to be released in theaters, or which are still out in theaters, are not legally available online.

Trust your eyes and ears. In many cases, the quality of illegal copies is inferior with poor sound and can appear blurry or shaky.

Be cautious when websites make offers that are "too good to be true." Be wary of "free" content



when searching for and purchasing downloads from unfamiliar sites.

For additional resources, including details about the Copyright Alert System, visit <http://www.copyrightinformation.org>.

## 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.

## 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.



# 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.  
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](http://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 Technicians: Pat Ahrens, Scott Butt, Drew DeLoe, Derek Hendrickson, Tyler Leibold, Logan Warren  
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## Speed up your WiFi connection

F&B offers fast Internet speeds, but if your WiFi router is out of date or not set up correctly, it could be slowing you down. Here are some tips to help you maximize router performance and enjoy the Internet speed you ordered:

**Upgrade your router.** If your household has several people — each with a computer, phone and tablet — your entry-level router's capacity might be exceeded. A home network with this much online activity warrants the purchase of an upgraded router.

**Move your router to its ideal position.** Keep your router centrally located and away from thick walls made of brick or concrete, water and windows.

**Make sure your router is secure.** Putting a password on your router or limiting which devices can access your network will keep other people from using your network and slowing it down.




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



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\* Special offer valid for "system tune-up" only. Some repairs may require additional services. Contact us for details. Offer good through 9/30/17.

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