

Connection

Vol. 17, No. 12

December 2017

Go Big and Go Gig

New Internet speed offerings to launch soon

F&B is pleased to announce the completion of our fiber optic upgrade project in the Calamus and Wheatland exchanges and rural Bennett, Delmar and Lowden areas.

Now, more than two-thirds of F&B subscribers enjoy access to a state-of-the-art fiber network that offers gigabit connectivity to homes and businesses for voice, video and data services.

These upgrades are just the start as F&B continues to invest in expanding its gigabit footprint into its remaining service areas over the next several years.

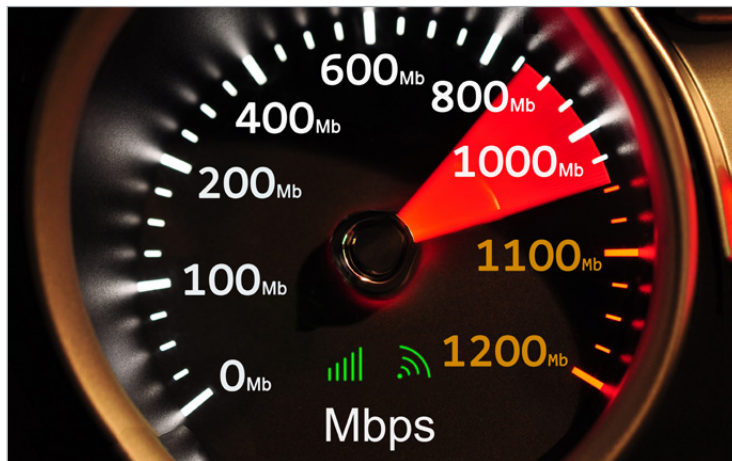
Internet speed upgrades

Coinciding with the completion of this portion of the project, technicians will be upgrading connection speeds for most existing customers. The upgraded speeds will be offered at no additional monthly cost and allow subscribers more bandwidth to access online services.

A 500 Mbps and gigabit (1000 Mbps) offering will also be available.

F&B's broadband offers unlimited connections with no volume metering.

Subscribers served over the DSL platform will also see speed upgrades up to 50 Mbps.



Connections are provided as best effort and several factors, including the quality and capability of your wireless router, wiring inside your home and end-devices such as computers, gaming stations and streaming devices impact your Internet

experience.

There is no need to contact the office, technicians will automatically begin upgrading connection speeds for eligible customers during the month of December. Speed upgrades should be completed by Jan. 1.

New Internet DOWNLOAD Speeds

5 Mbps upgrade to 10 Mbps

10 Mbps upgrade to 25 Mbps

15 Mbps upgrade to 50 Mbps

20 Mbps upgrade to 100 Mbps

NEW 500 Mbps

NEW GIGABIT (1000 Mbps)

*Download speeds listed are "up to" and upload speeds vary based on service technology. Some speeds may not be available in all areas.

E-mail Santa

This Christmas send Santa an e-mail message. Write to santa@fbcom.net.

Be sure to include your first name and what you would like for Christmas. Santa will even send you an e-mail letting you know that he received your message.

Almanac calendars

2018 F&B almanac calendars will be available in mid-December. Stop by the F&B office or Technology Solutions to pick up a complimentary calendar later this month.

Travel info

Heading out on the road over the holidays? Be sure to visit 511ia.org or call 511 to check current travel conditions.

Holiday hours

F&B Communications and Technology Solutions will be closed Dec. 25 for Christmas and Jan. 1 for New Year's.



HOMETOWN HOLIDAY SPECIALS:

Avoid the long lines and do your holiday shopping close to home. Check out Technology Solutions' **Holiday Specials** in December for that perfect Christmas gift! Visit www.ts-fbc.com for specials.

Our sincere thanks for your valued business. We appreciate having you as a customer and look forward to serving you in the coming year. Wishing you and all those close to you a joyous holiday season and a new year full of success.



Happy Holidays!

Give a gift certificate for the holidays



When you give an F&B Communications and Technology Solutions gift certificate, you're helping a loved one stay connected. It can be used to pay for any of our communications services including TV, Internet and phone as well as merchandise at Technology Solutions.

Our gift certificates are available in your choice of amounts during regular office hours. So if you're looking for a great last-minute gift idea that will be used and appreciated, stop by F&B or Technology Solutions today.



F&B Communications, Inc.
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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: Pat Ahrens, 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
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NOTICE TO OUR VIDEO CUSTOMERS:

Our agreements with programmers to carry their services routinely expire from time to time. We usually seek and are often able to negotiate renewals or extensions of such agreements. In most cases, programming services are discontinued only if we find it to be necessary, based on financial, technical or other considerations.

Agreements with many of the local broadcasters are due to expire, and, if we are unable to reach agreement prior to year-end, we may be removing these services from our channel line-up.

TV station owners are demanding that you, our customer, must pay a significantly increased fee per month for us to have the right to continue carrying their channel on our line-up.

While broadcasters are required to negotiate in good faith, the fact is that the negotiations are usually one-sided and solely benefit the local affiliates and national networks. The end result is that the end-user pays a higher fee for video service.

In the event that we reach an impasse, it is possible that the broadcasters will require us to drop their channels on Jan. 1.

We will continue to keep you informed about these negotiations and the possible changes to our line-up.

Olympic Channel launches

Olympic Channel has been added to the F&B video line-up on HD channel 711 and SD channel 111. This channel was originally Universal HD and available only as part of the HD tier. Olympic Channel is now part of the basic package.

The channel carries coverage of competitions in Olympic sports that take place outside of the Olympic Games and other programs focused on Olympic athletes. The network will carry news and highlights during the 2018 Winter Olympics.

Originally only available in SD, Travel Channel is now in HD on channel 669.

KWQC's multi-cast channel, ION, has launched on channel 207. This is available to subscribers in the Clinton and Scott county areas.

F&B no longer i wireless dealer

i wireless recently announced a sale to T-Mobile. As part of this transaction, F&B's Technology Solutions is no longer an i wireless dealer.

Inquiries regarding i wireless services or refill plans should be directed to a corporate i wireless store or customer service at 1-888-550-4497.

F&B thanks our local customers for using and supporting i wireless services throughout the years.