

Connection

Vol. 18, No. 12

December 2018

Make your home a Nest home

This holiday, Nest products can help you save energy, keep your family safe and stay connected. And together, they do even more to create a thoughtful home.

F&B Communications is an authorized Nest Pro selling and servicing Nest Wi-Fi connected smart home devices.

The Nest Thermostat programs itself and automatically helps you save energy when you're away and can be controlled from anywhere with your smartphone or tablet.

Nest Protect smoke and CO alarm looks for fast-burning fires, smoldering fires and carbon monoxide. It tells you where the danger is and alerts your phone in case you're not home.

Nest Cam indoor and outdoor models keep an eye on what matters to you. It looks for motion and listens for sound. If something is up, it sends an alert to your smartphone. 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.

To see a demo or learn how Nest products can improve your life, visit the professionals at Technology Solutions or call (563) 374-1322.

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

2019 F&B almanac calendars are available. Stop by the F&B office or Technology Solutions to pick up a complimentary calendar.

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

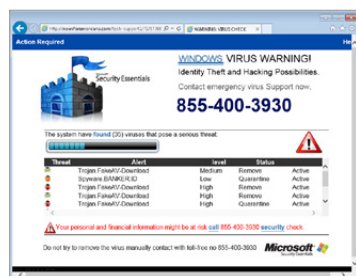
F&B Communications and Technology Solutions will be closed Dec. 24 and 25 for Christmas and Jan. 1 for New Year's.

Computer tech support scams on rise

Recently, there has been an increased number of reports to the Internet helpdesk and Technology Solutions of tech support scams.

The scam works one of two ways. Scammers call and claim to be computer techs associated with well-known companies like Microsoft or Apple. They also send pop-up messages that warn about computer problems. They say they've detected viruses or other malware on your computer.

Both methods claim to be "tech support" and will ask you to give them remote access to



your computer. They may also trick you into installing malware that gives them access to your computer and sensitive data, like usernames and passwords.

Eventually, they'll diagnose a non-existent problem and ask you to pay for unnecessary, or even harmful, services. But

there are things you can do to stop them.

If you get an unexpected pop-up, call, spam e-mail or other urgent message about problems with your computer, stop. Don't click on any links, don't give control of your computer and don't send any money.

If you have provided access to a potential scammer, you will want to get your computer checked out by a reputable computer repair company like Technology Solutions and take some additional steps to secure your personal information and financial accounts.





Tech the Halls
 WITH MORE SPEED
 FOR YOUR DEVICES

Get a FASTER Internet connection

Your whole family will jump for joy after a major speed upgrade. (That is, once they put down their laptops, tablets, smartphones, controllers and remotes.)

FREE speed upgrade to the next level of service for 60 days.*

*Service availability and Internet speeds will depend on location. All prices subject to change. If no request to downgrade is made before 60-day trial ends, trial Internet speed will become current Internet speed and upgrade pricing will apply. Contact us for complete details. Offer good through 1/31/19.



CALL (563) 374-1236
 NOW TO ORDER

HOMETOWN HOLIDAY SPECIALS:

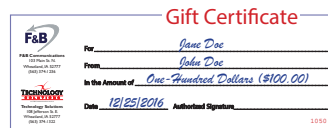
Avoid the long lines and do your holiday shopping close to home. Check out Technology Solutions' **Holiday Specials** in December for that perfect Christmas gift! Visit www.ts-fbc.com for specials.

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 Communications or Technology Solutions today.



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 Wheatland, IA 52777

BUSINESS OFFICE HOURS
 Monday to Friday 7:30 am to 3 pm

TECHNOLOGY SOLUTIONS HOURS
 Monday to Friday 8:30 am to 4:30 pm, Saturday 9 am to noon

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

Customer Service: Michelle Harrison, Amanda Horner, Kelly Scott

Plant Supervisor: Derek Hendrickson

Plant Technicians: Scott Butt, Drew DeLoe, Alex Rossmiller

Technology Solutions:
 Brooke Cavey, Chandler Gannon, Riley Holst, Matt Morris

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F&B Communications has a job opening for a full-time **Plant Technician**. Duties to include cable plant construction, maintenance, locating

and fiber splicing as well as customer installations and maintenance.

For details and application information, visit <http://www.fbc-tele.com/employment>