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- App of the Week
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Office Closure

Monday May 26, 2014
Memorial Day



Jefferson
TELECOM

Technology People Talk About

Answers to Your Questions About Fiber to the Home

Our Fiber to the Home project is well underway in Jefferson. We're continuing to schedule appointments with customers to do the in-home wiring required for the fiber to be functional. Many of you have questions about this process, so we asked Jefferson Telecom Plant Manager, Duane Russell, to provide answers to the most common questions.

Q. Where in town has the inside wiring been completed, what areas will be completed next?

A. We have been concentrating in an area bordered by South Chestnut Street, South Cedar Street, East Madison Street, East Russell Street (due to a failing telephone cable in that area) but not all of this area is yet completed. We are also focusing our efforts in the north end of town, due to the new Hy-Vee. We will be working on all homes and businesses north of Washington Street, and are hoping to have this area completed by the end of April. Once this section of town is complete, we will move back to the southeast corner of Jefferson east of Highway 4.

Q. How will I know when it is time for my home to be wired?

A. Once we are ready to work on your street, we will call you to schedule an appointment. Someone must be home to let us into the house to complete the inside wiring. If you receive a message regarding an appointment, Jefferson Telecom asks that you promptly return the call to the fiber appointment line at 515-386-4777 to schedule a time. We appreciate your cooperation with appointment scheduling, as it helps this phase be completed in a timely fashion.

Q. What is involved in the wiring process?

A. It starts at the NID (network interface device) box that was previously installed by the underground crew outside the home or business. From the NID, we run a fiber jumper into the structure to an ONT (optical network terminal). The ONT and battery backup unit are installed inside the home in an area near existing wiring and an electrical outlet. The devices are displayed in the picture above.

Q. Once my house is wired, will I automatically have faster Internet speeds?

A. Internet speeds on fiber will be faster than on copper lines, because DSL modems share an upload and download path, while fiber has separate upload and download paths. You may see an increase in Internet speed due to the completion of the fiber installation. Once a majority of our customers have completed the installation stage, additional speeds will be made available. We are currently evaluating a variety of speed levels and packages to offer later in 2014.



Duane Russell, Jefferson Telecom Plant Manager, holds a display of the equipment and wiring installed inside homes when they're converted to fiber.

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Q. Why are you disconnecting and taking the DSL modem or modem/router when you come for the appointment?

A. The DSL modem works only on copper lines and will not work on fiber. Jefferson Telecom is installing an ONT that has a built-in modem with a wireless access point. This unit is installed at Jefferson Telecom's expense. If you have a separate router for multiple devices in your home, we will connect it for you with the new equipment.

Q. Will my TV be hooked to the fiber?

A. At the current time, there will not be a change to the Jefferson Telecom cable TV system. In the future, we may provide IPTV through fiber but a date has not yet been set for deployment.

Q. Do I have to switch to fiber?

A. Yes, the new fiber line will be the only way to receive Jefferson Telecom services. The old copper underground plant that serves Jefferson Telecom customers currently will be disconnected soon. Jefferson Telecom is upgrading how we deliver services to your home today so we will be ready to deliver new services to you tomorrow.

Jefferson Telecom is excited about the endless possibilities provided by Fiber to the Home and hope you are as well. If you have additional questions, please call our office at 515-386-4141 or stop by any time.

Business Spotlight

Doc's Stadium Bar and Grill Scores Big in Friendliness



Brett Cranston, CEO, works side-by-side with girlfriend, Amanda Burbank.

Opened in June 2013, Doc's Stadium Bar and Grill is a sports bar with a winning concept. Brett Cranston, CEO, explains, "We wanted to create a bright and friendly place to enjoy a wonderful meal with friends, family, or co-workers. We also wanted it to be a place where you could watch the game and enjoy a couple of cold beverages." That's exactly the kind of place you'll find when you visit Doc's Stadium Bar and Grill at 113 North Chestnut Street in Jefferson. The business has three full-time and eight part-time employees.

Adds Cranston, "Doc is my nickname from the service; I'm still in the Navy as a reservist working as a Hospital Corpsman. Since we wanted the atmosphere of a sports bar, we included "Stadium" in the name and decorated the walls with sports stadium pictures."

"We use Jefferson Telecom's expanded cable TV, telephone, and Internet services and they help in many ways"

– BRETT CRANSTON

It took about two weeks to remodel the space, thanks to help from friends, family, and local business owners and vendors. Jefferson Telecom is also proud to be part of the Doc's Stadium Bar and Grill team.

Notes Cranston, "We use Jefferson Telecom's expanded cable TV, telephone, and Internet services, and they help in many ways. For example, we take orders over the phone, and our dart boards are updated through the phone system nightly. Our juke box and point-of-sale machine are both connected to the Internet to download music and run credit cards. And the cable TV service allows customers to watch their favorite sports teams."

Cranston appreciates the responsive customer service of Jefferson Telecom. He recalls, "Recently, during a very busy time at work, our Internet modem stopped working. I called the customer service representative and a service technician showed up immediately to remedy the situation. Thank you, Jefferson Telecom!"

Win a \$20
Credit on
Your Jefferson
Telecom Bill

\$20

Fill out this form, clip it, and return it with your next bill (or drop off at the showroom) for a chance to win a \$20 credit to your account. Return it by April 15, 2014 to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

**Congratulations to our last
"Winner of a \$20 Credit,"
Thomas A Wind Consulting
of Jamaica.**



Lessons for Everyone From Big-Name Data Breaches

News and headlines about data breaches — including those experienced in 2013 by Target, Adobe, and LivingSocial — made everyone sit up and take notice. Hackers were able to steal credit card information, PINs, names, mailing addresses, phone numbers, and email addresses from millions of individuals.

What are the lessons to be learned from these events? Security experts suggest the following:

- On a regular basis, go online to check your credit card statements for unfamiliar purchases as well as your bank account for fraudulent transactions. Report any problems immediately to your bank.
- Check for suspicious activity by reviewing your free credit report at www.AnnualCreditReport.com.
- Plan for the worst and take preventative steps. Create strong passwords with mixed-case characters, numbers, and even symbols that would be hard for hackers to guess should they steal your account numbers. Also, do not use the same password for every account.



You can get more information about identity theft on the Federal Trade Commission (FTC) website at www.consumer.gov/idtheft. You may also want to consider the computer security services offered by Jefferson Telecom at 515-386-4141.

Employee Spotlight

Karla Kohl, Receptionist



Karla Kohl recently joined the staff of Jefferson Telecom as Front Desk Receptionist. In this position, Karla is the first point of contact for many of our customers and assists them with a variety of needs. She greets customers in person and on the phone, and performs duties including receiving payments, signing up customers for service, recording troubles, and routing pertinent information to the technicians. "If you have questions about any of the services that Jefferson Telecom provides, I will gladly answer them for you or find the person who can," says Karla.

She adds, "I enjoy working with the public. I was interested in this job at Jefferson Telecom because I wanted to work in a fast-paced, family-friendly environment where I will get to meet new people everyday."

Karla is married to Steve Kohl, who works at American Athletic Inc. The couple has three children — Logan, Lauryn, and Brayton. "We love spending time outdoors and stay busy with all of our children's activities and sporting events. I also like to read, go bicycling, and work in the yard," she says.

Welcome to Jefferson Telecom, Karla! You make a great addition to our family.

New Listings



Aguilar, Wilmer	386-2928
Brown, Stormy	386-3754
Charles, Hayes	386-3026
Clune, Audra	386-3208
Cooklin, Kevin & Bonnie	386-3780
Dodd, Bill & Jaime	386-2519
Doyle, Patrick	386-2637
Engbretson, Steven	386-3076
Fox, Jason	386-3819
Genesis Development	386-3288
Goodrich, Katarina	386-2723
Grow Greene County	386-3313
Gutermuth, Bev	386-3625
Haley, Bud	386-2520
Holderby, Stefanie	386-2847
Hoskins, Isaac	386-2312
Jacobsen, Henry & Doris	386-3721
Kimball, Mary	386-3656
Linberg, Toni	386-3028
Lundbohum, Jalynn	386-2693
McGinn Andrew & Amy	386-2267
McGinnis, Cheryl	386-3085
Potkonak, Samantha	386-3692
Robinson, Carla	386-3375
Rumley, Jarrod & Amanda	386-2760
Schad, Jody	386-2041
Sebourn, Ryan & Tasheena	386-3449
Simet, Justin	386-3015
Smith, Nanette	386-3750
Thompson, Mark & Angela	386-2062
Vegter, Matt & Natalie	386-3673
Winters, Trevor	386-3191
Wood, Phyllis	386-2790

Congratulations to Holiday Winners

Congratulations to Tina Mobley from Jefferson who was the winner of the iPad Mini in the '75 Days of Trivia' Facebook contest. Over 1,300 correct entries were made as Jefferson Telecom reflected back over the past 75 years with a daily trivia question. Thank you to everyone who participated.



Tina M

Also, during the holidays, Telly, Jefferson Telecom's Elf on the Shelf made a daily appearance in the showroom. Children were encouraged to find Telly and enter for a weekly drawing for Chamber Checks. The winners of this year's Elf on the Shelf contest were:



Taylor H



Leah C



Trent C



Brice B



Know What's Below... Call 811 Before You Dig

There may be more than roots underground on your property. All sorts of utility lines, pipes, and cables could be buried on your property. In some cases, they're close to the surface and easily damaged by even shallow digging, which can result in service interruptions to your neighborhood.

That's why every digging job—from planting a bush to installing a fence—requires a call to 811 to have utility lines marked. Simply tell the operator where you're planning to dig and what type of work you'll be doing. The affected local utilities will send a locator to your property, free of charge. Then you'll know what's below and be able to dig safely.

As one of your local service providers, we thank you in advance for your cooperation!

Call Iowa One Call. It's fast. It's free. It's the law.

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