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Check out the latest cell phones and super-fast fiber Internet speeds.
- **Customer alerts:**
Get the news here first!

To join the fun, click on the Facebook link at www.jeffersontelecom.com or "Like" us today.



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Jefferson
TELECOM
Technology People Talk About

Upgrade to Faster Internet and Make the Whole House Happy

Look around the rooms of your house and take note of all the Internet-connected devices they contain. Your list may include computers, tablets, smartphones, smart TVs, Blu-ray disc players, video game consoles, and streaming media set-top boxes. Now think about all the online activities taking place simultaneously on a typical day in your house, such as streaming music and HD movies, downloading software and apps, uploading photos, playing video games, and enjoying video chats.

Add everything up and there's an excellent chance that your household is using significantly more broadband than it did even a year or two ago. Many Jefferson Telecom customers are saturating their bandwidth because of increased usage, and this can make it seem as though their Internet service is running slow when it's actually being maxed out. If this is the case in your household, you may be experiencing annoying slowdowns such as video buffering.

Fortunately, there's a quick way to solve this problem. Simply upgrade your Internet plan to one with higher speeds. Jefferson Telecom now offers a variety of competitively priced plans with speeds up to 100 Mbps* download and upload boosts are available.

According to the Federal Communications Commission (FCC), nearly 30 percent of Americans are now opting for 25 Mbps service, which is up from 7 percent in 2011.¹ The pace of life is definitely speeding up!

For help determining which Internet plan best fits your household's current usage, call Jefferson Telecom today at 515-386-4141. Be sure to ask about the option of money-saving bundles including Internet.

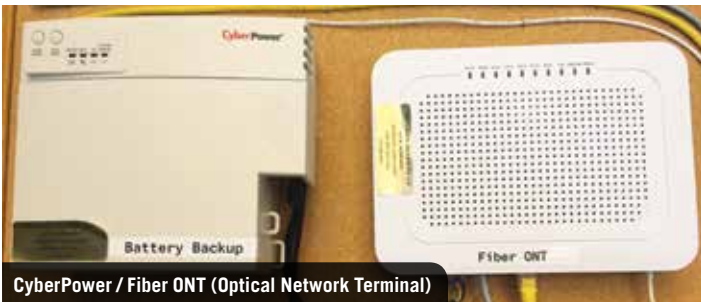
¹Source: www.extremetech.com/mobile/198583-fcc-raises-broadband-definition-to-25mbps-chairman-mocks-isp

*Service availability and Internet speeds depend on location.



Does This Internet Equipment Look Familiar?

As an Internet customer of Jefferson Telecom, you have certain devices in your home to provide the connection, depending whether you're on our fiber or copper network. We've identified these devices for you below and included troubleshooting tips for common issues.



CyberPower / Fiber ONT (Optical Network Terminal)

Fiber ONT (Optical Network Terminal) – This device is used to bring a telephone and Internet connection into the homes of fiber network customers. We ask that you do not touch this device or unplug it for any reason.

CyberPower – This is the battery backup for the fiber ONT. We ask that you do not touch this device or unplug it for any reason.

BEC or CISCO Wireless Router – One of these devices may be used to provide access to the Internet wirelessly in your home. The BEC black wireless router, is used for customers on our copper (not fiber) network only. The BEC silver wireless router is for our fiber or copper customers.

If your wireless Internet connection is not working, take these steps:

- Are your other services from Jefferson Telecom working properly? If the answer is no, call Jefferson Telecom at 515-386-4141.
- Plug a device into an Internet Ethernet jack (or ONT Ethernet Port 1) to see if it works properly. If it works, then the issue is with your wireless router.
- If your other services are working, unplug your wireless router for one minute and then plug it back in. Often, this will fix the problem.

COMTREND Modem – This (or a similar brand such as Zhone or Motorola) device is used to bring an Internet connection into the homes of customers in rural areas, and some apartment buildings in Jefferson, that are not on our fiber network. A modem is required to have Internet access.

If your Internet stops working, take these steps:

- Unplug your modem for one minute and then plug it back in. Often, this will fix the problem.
- If the lights on the modem do not turn back on, call Jefferson Telecom at 515-386-4141.



CISCO Wireless Router



BEC Wireless Router



BEC Wireless Router



COMTREND Modem

Jefferson Telecom wants your home Internet to have peak performance and support your online activities. If you're experiencing problems and have taken the initial troubleshooting steps without success, please call us at 515-386-4141 or our Internet Tech Support team at 515-386-5500.

Pick a Bundle, Save a Bundle!

What is a bundle, anyway? Simply put, it's a package of communications services provided by a single company. By bundling, you can save money and enjoy other advantages as well.

With bundles from Jefferson Telecom, you can choose to combine local telephone service with special calling features, high-speed Internet and/or digital cable TV. When you do, you can truly save a bundle versus paying for each service separately with multiple providers. In most cases, you will find yourself paying hundreds of dollars a year less!

Beyond cost benefits, bundles offer greater convenience as well. With Jefferson Telecom as your single service provider, you'll have just one company that you know and trust, where you can call for assistance with all of your telecom services. Plus, you'll receive just a single, convenient bill each month to make paying bills easier than ever.

Our best value, the Triple Play bundle at only \$99.95/mo., can save you over \$400 per year. It includes:

- Residential Phone Line
- Basic Cable TV (over 70 channels)
- 6 FREE Calling Features (add'l \$150/year value)
- High Speed Internet up to 5Mbps

Jefferson Telecom makes it easy to set up your bundle. Just give us a call at 515-386-4141 to start saving today! For more information, visit us online at www.jeffersontelecom.com.



Employee Spotlight



John Hupp, CSR/Cellular Specialist

John Hupp started with Jefferson Telecom in October 2015 as a CSR/Cellular Specialist. In this position, John primarily assists our U.S. Cellular customers, answering their questions and helping them find the perfect phones and accessories to meet their needs. He also visits with customers about other Jefferson Telecom products and services.

John brings customer service experience to his new job. "I earned my bachelor's degree from Simpson College, and then worked directly with customers at Power-Lift for four years. I have always had a passion for technology. I'm excited about beginning a career in a field that is constantly evolving," he says.

Speaking of evolving, John's Internet requirements at home have changed over time, as he has upgraded to 100Mbps, "The 100Mbps Internet speed is amazing to actually see in my house. App downloads happen instantly and my wife can stream her TV shows while I am gaming online, and neither one of us has any delays in our online experience," John notes.

John is married to Tiffany, a 4th grade teacher at Greene County Community Schools. The couple both grew up in the area. They have a two-year-old son, Zachary.

What does John enjoy doing when not at work? He answers, "I love spending time with Zachary. I also enjoy watching sports and playing golf. I've been the JV coach for the high school baseball team for the last two years and will continue to help out the program whenever I can."

New Listings

Allen, Shauna	386-3481
Barrett, Kelly	386-3457
Calmer, Paula & Cindy	386-3449
Carris, C	386-3510
Cunningham, Jeff	386-3469
Day, Jamie	386-2427
Exline, Mihles	386-3308
Franzeen, Curtis & Rebecca	386-2498
Geigle, Mersadees	386-3126
Gilbertson, Robin	386-3491
Gingery, Elizabeth	386-3793
Grage, Angela	386-3385
Gustin, Nellie Kay	386-3241
Howard, Lillian	386-3397
James, Eva	386-3410
Kanke, Gordon	386-3238
Kinney, William	386-2871
Lavana, Ashley	386-2051
Lawson, Rachel	386-2107
Magill, Tim & Kay	386-2854
McConnell, Alex & Abby	386-3505
Meier, Wayne	386-3344
Moore, Melanie	386-3072
Muller, Maribel	386-3079
Mundy, L	386-2972
Murphy, Ryan	386-3352
Nelson, Casey	386-2501
Pedersen, Adam	386-2399
Roberts, Wanda R	386-2976
Sanctuary-Jefferson, The	386-3234
Schmidt, Kenny & Molly	386-2036
Schrunk, Tiffany	386-2780
Schwarz, Karen	386-3238
Skalla, Kay	386-3436
Tuel, Josh	386-2946
UnityPoint Clinic	386-0500
Vaughan, Megan	386-3207
Walker, Justin & Megan	386-3114
Wiegel, Ken	386-3496
Wilson, Christina	386-3530
Zuehl, Donald	386-2812

Omitted from directory

Brackett, Scott	386-2818
Finneseth, John	386-2543

**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 January 15, 2016 to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our last "Winner of a \$20 Credit," Kathryn Shriver of Jefferson.

Deploying Fiber, Encouraging Growth, and Celebrating 25 Years of Cellular

As General Manager, I wish you a Happy New Year from all of us at Jefferson Telecom.

Before I share our plans for 2016, I want to thank you for your patience in 2015. We experienced numerous challenges while working on the fiber project, and they delayed our progress. Your understanding has been greatly appreciated.

During the coming year, we will complete deploying fiber to all of the businesses in Jefferson. We are excited to be able to provide the network required for businesses to be more efficient and productive through the use of broadband. Internet speeds up to 100Mbps will be available. This technology will not only help our existing businesses grow, but may help attract new ones to the community.

In 2016, Jefferson Telecom will celebrate our 25th year as an agent for U.S. Cellular. I encourage you to stop by to see the latest iPhone and Android devices and accessories, and receive personalized help with your selections from our local staff.

Thank you for being a Jefferson Telecom customer. We look forward to keeping you connected in 2016.



Jim Daubendiek,
General Manager



6 Smart Reasons to Have a Smartphone

Not too many years ago, mobile phones were used almost entirely for talking and texting. That completely changed when smartphones entered the picture. With a smartphone, you can do so much more:

- 1. Update social media** – Upload photos, videos, and statuses to Facebook or other sites while on the go.
- 2. Check your email** – Being away from your home computer doesn't have to mean being away from your email.
- 3. Navigate with GPS** – Access to navigation apps will help you drive confidently in unfamiliar areas.
- 4. Capture memories** – Today's smartphones let you take high-resolution photos and HD video.
- 5. Get quick answers** – Whether through a mobile web browser or app, the information you want is always at your fingertips.
- 6. Be entertained** – Enjoy music, TV shows, movies, and books whenever and wherever you have leisure time.

Ready to upgrade to a smartphone? Jefferson Telecom has you covered with the latest smartphone devices from iPhones to Androids. Stop into Jefferson Telecom today at 105 W. Harrison Street to see our selection and visit with one of our Cellular Specialists.

