

Jefferson Telecom  
WINTER 2017

# intouch



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Check out the latest cell phones and super-fast fiber Internet speeds.
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To join the fun, click on the Facebook link at [www.jeffersontelecom.com](http://www.jeffersontelecom.com) and "Like" us today.



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[www.jeffersontelecom.com](http://www.jeffersontelecom.com)



Technology People Talk About



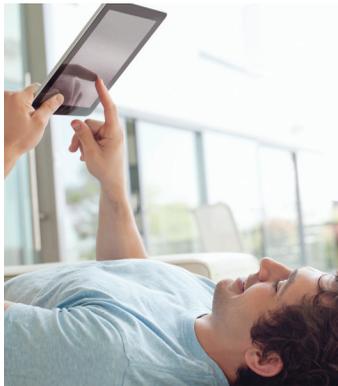
## QUICKLY IMPROVE YOUR NEW YEAR WITH FASTER INTERNET

Speeding up your internet is an easy resolution to achieve, especially this New Year with internet service from Jefferson Telecom. Plus, it may help with your other resolutions — reduce stress by getting rid of too-slow internet, and have more fun with a better streaming experience.

**Speeds up to 100 Mbps with upload boosts available**

**Call 515-386-4141 now  
for a speedier 2017**

\*Service availability and internet speed will depend on location. Certain restrictions apply. All prices subject to change. Contact us for details.



## Lifeline Program Now Covers Broadband and Phone Services

Since 1985, the Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family, and emergency services. The Federal Communications Commission, which sets the rules for the Lifeline program, added broadband to the list of subsidized services beginning in December 2016. Previously, the Lifeline program offered subsidies only for landline or wireless phone service. Broadband providers are now eligible to participate in the Lifeline program and to offer subsidized internet, which can be a wireless service or a fixed service such as cable, DSL, or fiber optic.

In addition, the FCC also changed the rules for demonstrating eligibility for Lifeline services. Some proofs of eligibility will no longer be accepted; others have been added. Lifeline subsidies will remain limited to one per household. Customers will have to choose whether to obtain federally subsidized service from a telephone or broadband provider.

**For more information on the Lifeline program, consult the FCC's online guide at [www.fcc.gov/general/lifeline-program-low-income-consumers](http://www.fcc.gov/general/lifeline-program-low-income-consumers) or call Jefferson Telecom at 515-386-4141.**

## When to Reboot Your Router and When to Replace It

It may seem simple, but one of the easiest ways to fix a wide variety of technical issues is to simply reboot (or restart) the device, including your router. This is because routers are like small computers that use memory, a processor, and an operating system. And like your desktop or laptop computer, routers also benefit from a fresh start every now and then.

For example, if your internet service goes down at your home, the first thing to try is to reboot your wireless router. It's a quick process that will often take care of the problem:

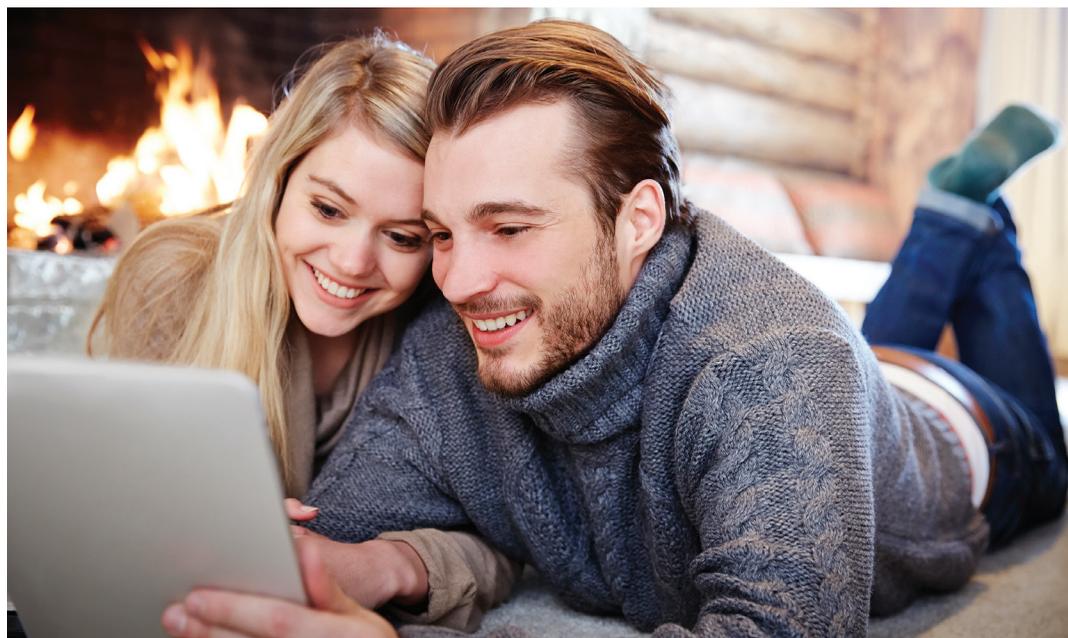
1. Unplug your router from its power outlet (don't just turn it off).
2. Wait about a minute, then plug it back in.
3. Allow the device a minute or two to turn back on.



If your Wi-Fi problems persist, it might be time for you to buy a new router. With the increasing number of internet-connected devices in homes today, "old school" router technology may not be up to the demands. That router you purchased many years ago may not be equipped for your home's current Wi-Fi network load.

Another factor to consider is the speed of your internet service. Some older routers have a speed cap limiting the maximum internet speed possible, which means your outdated router may be preventing you from receiving the full speed of your internet plan.

**For help troubleshooting your current router or selecting a new model, contact Jefferson Telecom.**



# Beginner's Guide to Streaming Movies and TV Shows

If you haven't yet jumped on the streaming bandwagon, this article is for you! It covers the basics to help you get started enjoying this entertainment technology.

## What is streaming?

Streaming is content sent in compressed form in a continuous stream over the internet and played as it arrives. The user does not have to wait to download a file to play it.

## What devices are needed?

You can watch streaming movies and TV shows on your smartphone, tablet, laptop, desktop computer, HDTV, or "smart TV." For example, you could connect your laptop to your HDTV with an HDMI cable and stream on your laptop and watch on the TV screen. If you have a "smart TV," it has built-in apps (and app stores) and networking to get on the internet. You can use them to download most of the streaming apps you'd want.

## What streaming apps are available?

You have many options here, too. Here are a few of the most popular ones:

- **Netflix** – You can watch past seasons of TV shows and recent movies at a low monthly cost. Netflix also offers original shows such as *Orange is the New Black* and *House of Cards*.
- **Amazon** – This streaming service is available to Amazon Prime members. Like Netflix, it offers many TV shows and movies to choose from as well as its own original content.
- **Hulu Plus** – You can get next-day access to shows from ABC, NBC, Fox, and CW, along with some cable channels. Hulu Plus also offers some movies and original TV shows.
- **HBO Now** – New episodes are available through apps about the same time they are shown on TV. Current and past seasons of most HBO shows are available on demand, as well as hundreds of movies.

## What are the internet requirements?

For a good streaming experience, you'll probably want internet download speeds of 15 Mbps or more.

**Call 515-386-4141 or visit [www.jeffersontelecom.com](http://www.jeffersontelecom.com) for details on the internet speeds we have available.**



## Cold-Weather Care for Your Mobile Devices

Mobile devices, such as smartphones and tablets, don't like cold weather. When a lithium-ion battery is exposed to cold temperatures, it can drain faster than normal or indicate it has ample power remaining and then suddenly go dead. Low temperatures can also make a device's glass surfaces more sensitive to cracks and breaks, especially if there's already a nick.

Here's what to do:

- To keep your device from getting too cold, don't leave it alone for long in frigid places such as a parked car. It's best to stash it inside pockets closest to yourself, where it can absorb some of your body heat.
- In the event your device does shut down, do not restart it until you're inside and have given it time to warm up. Restarting immediately could actually cause more harm and shorten your battery life.
- Cases also help to keep devices warm. You may want to consider the cases designed to regulate a phone's temperature in extreme weather.

**To learn more, consult the manufacturer's website.**



## New Listings

Ackerman, Shelby	386-3250
Aldridge, Dottie	386-2265
Brown, Jennifer	386-3915
Butts, Renee	386-3813
Carstens, Curtis	386-2433
Case, Allyn	386-3853
Davidson, Austin & Krystal	386-2181
Dewitt, Jack	386-3879
Hermansen, Danielle	386-2108
Hernandez, Maria	386-3901
Holm, Carrie	386-2965
Johnson, Geraldine	386-2157
Keeler, Julie	386-2203
Kennedy, Jerry	386-3965
Lepe, Ceiry	386-3794
McDonald, Kristina	386-3528
Monthei, Tricia	386-3021
Nicholson, Dylan	386-2163
Paxton, Ken	386-2129
Pope, Harold R	386-2116
Pratt, Devon	386-2139
Ruddy, Brenda	386-2254
Sheeder, Megan D	386-2256
Sheldahl, Jason	386-3458
Shriver, Marvin	386-3892
Smith, Travis	386-2270
Sutton, Terri	386-3941
Sweeney, Dan	386-3828
Taggart, Donna	386-3898
Taylor, Sue	386-3312
Tipton, Doris	386-3852
Venteicher, Glenda	386-3887
Webb, David	386-2983
Winkelman, Rachel	386-3805
Wolters, Devin & Leah	386-2341

## 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 16, 2017 to be eligible. One winner per newsletter will be selected.

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

**Congratulations to our last "Winner of a \$20 Credit," Kelsey McPherson of Jefferson.**

## Plans for 2017 Include More Fiber, More Features, and More Flexibility

Happy New Year from Jefferson Telecom. We look forward to bringing you more!

Our goal at Jefferson Telecom is to bring the best communications services possible to our customers. To do that, we'll be hard at work in 2017 on a variety of projects.

We are starting to deploy fiber in the rural area of our service territory. When completed, this fiber will enable our rural customers to have access to higher internet speeds and Jefferson Telecom cable TV. No end date has been set for this fiber project, but it's progressing well.

Jefferson Telecom will be upgrading our website in 2017 to make it more user friendly and add customer features, such as e-bill. We also plan to offer TV Everywhere in 2017 — technology that provides the flexibility to watch your TV

programming on your mobile device. Speaking of which, be sure to check out the latest iPhone and Android devices and accessories at our showroom. As an agent for U.S. Cellular, we are proud to offer cellular services for over 25 years to our community.

Thanks for being a Jefferson Telecom customer. Get ready for more in the year ahead.

Best Wishes,

Jim Daubendiek,  
General Manager



## For Safety's Sake, Equip Your Home With a Landline

In emergency situations, making or receiving phone calls is critical. That's why it's important to remember the safety advantages of a landline phone in situations like these:

- Someone tries to call you in the middle of the night with an urgent message. It could be your child at a sleepover who's scared and wants to come home, or a family member saying you need to come to the hospital immediately. If you only have a cell phone and it's on vibrate, you might not wake up, missing the emergency call. The sound of a landline phone ringing, however, gets attention.
- Your child needs to call 911 but can't find the cell phone or its battery is dead. A landline phone provides the safety advantage of staying in one place in the home and not needing batteries, so your child can always make the call.
- A health emergency prevents the caller from speaking. Let's say your aging parent is disoriented or in pain and isn't able to clearly communicate to the 911 operator. With a landline phone, the exact home address is instantly available to emergency personnel.



For more details on landline service, call us at 515-386-4141.