

Jefferson Telecom
SPRING 2012

intouch

Internet
Training
Webinars

Mark Your Calendar!

The third Tuesday of each month at 6:00 pm, we will be providing a virtual training experience on a variety of Internet topics. The Webinars are FREE, and space is limited. Register today by calling 386-4141.

Upcoming Topics:

April 17: Introduction to Google Services

May 15: eBay – Getting Started

June 19: eBay – Listing and Selling

Contact

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Visit us Online

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Office Closures

Monday, May 28, 2012
In observance of Memorial Day

Jefferson
TELECOM
Technology People Talk About



PICK A BOUQUET OF
SERVICES AND SAVE



Our Triple Play Bundle Is Just \$99.95/Month*

ENJOY A BOUQUET OF POPULAR
INTERNET, TV, AND PHONE SERVICES:

- INTERNET – Up to 5 Mbps* broadband high speed Internet
- TV – Digital cable with over 70 channels
- PHONE – Unlimited local phone service
- EXTRAS – 6 FREE calling features: call waiting, call forwarding, three-way calling, home intercom basic, block the blocker, and selective call rejection (\$150 value)

Save \$250 a year*

Spring FOR THE PHONE
AND CALL 515-386-4141.



*Offer limited to residential customers only. Installation fees may apply. Prices do not include applicable taxes and regulatory fees. All prices subject to change. Service availability and Internet speed will depend on location. Contact us for complete details.

Sebourn Video Services is Preserving Memories

Sebourn Video Services began in October 2008 and offers a wide range of services. They include professional videography and editing, wedding videography, slideshow DVDs, VHS to DVD transfer, 8mm and 16mm video conversion, projector reels to DVD, tape to CD, 35mm slides to CD or DVD, LP records to CD, DVD and CD duplications, and funeral tribute videos.

Owned by Sean and Miranda Sebourn, the business prides itself on preserving memories. Says Sean Sebourn, “This can mean capturing a special event on film (such as a wedding, anniversary, or birthday party), transferring old slides and reels to a new format, or creating memorial videos to celebrate a person’s life.”

Sebourn adds, “Some customers have given us boxes of old reels or slides. After I convert them and they see the images — maybe for the first time in years — they cry. The experience conjures up memories of family

members who have passed away. It’s almost like time-traveling.”

In addition to the services previously mentioned, Sebourn Video Services offers website design as well as Apple computer repair and training. Not surprisingly, having a reliable high-speed Internet connection is important to the business.

“Sebourn Video Services has been a Jefferson Telecom customer from the beginning. We use their high-speed Internet to stay connected via email, to operate our website at www.sebournvideoservices.com, and to manage our Facebook page. Plus, if bad weather keeps me from getting to a client’s house, I can still meet with them; I just use our Internet connection and my Mac to iChat,” explains Sebourn.

He continues, “I was once asked to make a video and send it overseas to Italy within a short amount of time. With my high-speed



Internet connection, I was able to do so.” Sebourn appreciates the customer service that he and Miranda receive from Jefferson Telecom, saying, “They’re very friendly, down-to-earth people, and quickly solve any problems we have.”

Rural Call Completion

Have you ever discovered a friend or family member tried to reach you by long distance but the call didn’t complete? Maybe it rang on your end, but you couldn’t hear the caller’s voice once you picked up. Maybe the calling party heard it ringing on their end, but your phone was silent the whole time. If the call did go through, maybe you both struggled with poor voice quality. If you’ve experienced any of these frustrating situations, you’re not alone. In fact, rural consumers in 36 states have experienced the same problem.

The issue is referenced in the telecommunications industry as a “call completion”

or “call termination” problem. The Federal Communications Commission (FCC) reports that nationwide, there was a staggering 2,000 percent increase in the number of these complaints between April 2010 and March 2011.

We want you to know that the issue does not reside with Jefferson Telecom. However, we would like to help our customers resolve the issue.

What we are doing:

We are taking every opportunity through our national association to bring resolution for our customers. Ultimately, the FCC has regulatory authority over long-distance

telephone service providers and has implemented penalties for non-compliance with call completion.

What you can do:

Report the problem. As a consumer, your best action is to report each “call completion” incident. For incoming call problems, talk to the party originating the call and encourage them to report it. On the other hand, if you have had problems with outgoing calls, please contact Jefferson Telecom at 515-386-4141 and we will walk through a set of questions to help report the problem.



Automatically Enjoy Worry-free Computer Use

If you don't have the time or expertise to manage computer security or backup on your own, let Jefferson Telecom help with these affordable, easy-to-use services:

SecureIT Plus

Get fully managed, round-the-clock protection from computer viruses and spyware without spending a second worrying about it.

SecureIT Plus also includes:

- Firewall protection and pop-up ad blocking
- Parental controls
- FREE technical support
- Monthly reports on virus activity

For only \$7.95* per month

Bundle SecureIT and Online Backup for only \$12.95 per month!

**Restrictions apply. Initial installation charge applies. Call for details.*

Online Backup

Provides secure, offsite storage for your valuable computer files.

- Safely stores your photos, music, documents, and more
- Automatic — set it and forget it
- 24/7/365 support
- 50GB storage capacity (250GB also available)

For only \$6.95* per month

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 it off at the showroom) for a chance to win a \$20 credit to your account. Return it by April 16, 2012, to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

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



Kelly Murphy Tech Tips



Who Chooses the Channels?

How does Jefferson Telecom determine the list of channels in your lineup?

Jefferson Telecom has contracts with the content providers that require certain channel locations in our lineup, the carriage of their affiliate channels, minimum carriage requirements, and packages of channels we must provide to our customers. These contracts make it difficult for us to change channel locations or remove/add channels.

Content providers often do what's referred to as "tying" channels—this means they require us to take several of their affiliate channels in order to get the one channel we are interested in. They either don't offer the channel we are interested in à la carte, or they make the à la carte rate so expensive we are basically forced to take the group of channels.

If you have questions about our TV programming and rates, please call us at 515-386-4141.



New Listings

Abernathy, Denise	386-3053
Adcock, Jared	386-2731
Ambrose, Mark	386-2559
Barnhill, V	386-2322
Behne, Carl & Allison	386-3507
Black, Marjorie	386-3005
Brabbs, Jean	386-3079
Bryson, Edward	386-3415
Burbank, Jeremy	386-2534
Burnie, Erin	386-2780
Carlson, Doyle & Virginia	386-2401
Carstens, Curtis	386-3075
Chapman, Rusty	386-2493
Cornelson, Angela	386-3082
Cummings, Amy	386-2633
DeMoss, Beth	386-2781
Elliott, Tammie	386-3108
Freeman, Becky	386-3023
Ganoe, Dale & Jody	386-2897
Gordon, Matt	386-2745
Guillman, Jack	386-5507
Gustoff, Larry	386-3444
Habben, Tom & Jessica	386-2928
Hammer, Kirk	386-2792
Hardman, Matthew & Sasha	386-3143
Hedges, James	386-3073
Hilgenberg, Bryan	386-2771
Impact Media	386-3058
Johnston, Trisha	386-3056
Joy, James	386-3640
Ladd, Dennis	386-3010
Lisa Neilsen, CPA PC	386-4223
Louk Plumbing, Heating & Air Conditioning Fax Line	386-2410
McClintock, Jay	386-2871
Moorhead, Josh	386-2958
Murphy, Ben	386-3076
Murray, Judy	386-2942
Peters, John & Marilyn	386-3393
Peterson, Hailey	386-2908
Peterson, Joseph	386-3094
Renew Energy	386-3043
Richardson, Amy	386-2142
Riley, Tammie	386-2562
Sang, Emmanuel & Omega	386-2836
Schmit, Brant	386-2954
Smalley, Dennis & Lora	386-3475
Smithson, Josh & Christy	386-2644
Springer, Tiana	386-3054
Stender, Shannon	386-3145
Toyne, Burton	386-2823



Keep a Landline Phone for Peace of Mind

Some people are choosing to rely solely on cell phone service and no longer maintain a landline phone. Be aware that this decision could have serious consequences in the event of an at-home emergency, power outage, or natural disaster. Cell phones are simply not as reliable and effective in certain emergency situations and can hamper your ability to quickly get the help you need.

Help 911 Locate You in Case of an At-Home Emergency

When 911 is called from a landline phone in your home, the emergency dispatch center automatically receives your precise location and will be able to dispatch a fast and accurate response. This is particularly critical if you're home alone and unable to speak to 911 due to choking, a stroke, or a heart attack. A landline phone can also be a lifesaver if a young child calls 911 and can't provide the home's address. By calling 911 from a landline phone, you can be more easily and specifically located during an emergency than is often possible from a cell phone.

Stay Connected During Power Outages or Natural Disasters

In a power outage, you can no longer charge your cell phone so eventually it becomes useless. In addition, many factors can affect the operation of a cell phone tower, especially natural disasters such as hurricanes, tornadoes, and ice storms. For example, cell towers along the Gulf Coast stopped working as a result of power losses during Hurricane Katrina, causing communication breakdowns that complicated rescue and recovery efforts. Cell phone networks can also become overwhelmed by the sheer number of individuals trying to make calls simultaneously during a disaster.

By contrast, a landline phone requires no charging and your local telecommunications provider will maintain the emergency backup system that keeps your landline phone working even when the power goes out; you just need to have at least one corded landline phone in your home. Although natural disasters can sometimes affect landline phone service, local technicians are almost always on hand immediately to solve the problem so that service disruption is minimal.

Having a landline phone in your home is more than a matter of convenience; it's an essential tool for your family's safety. To maximize your ability to communicate both at home and away, the best solution is to maintain both landline and cell phone services. Together, they add up to peace of mind.

Greene County residents, get faster phone upgrades and be happy.

Switch to U.S. Cellular® and get a new phone faster—and be with the happiest customers in wireless.

Jefferson TELECOM U.S. Cellular AUTHORIZED AGENT