



Get Egg-zactly the Services You Need

Happy Easter from Jefferson Telecom. We hope you enjoy April's colorful array of activities, from decorating eggs in rainbow hues to filling baskets with toys and treats.

Remember, you can get egg-zactly what your family needs in internet, cellular, TV, phone and other services from Jefferson Telecom. Check out our current selection of plans at www.jeffersontelecom.com or call us at 515-386-4141 for more details.

Contact

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Office Closures

May 29, 2017

Customer Spotlight

Zachary and Aleksandra Sielaff Have a Big Need for Internet Speed

Zachary and Aleksandra Sielaff were drawn to Jefferson by his family's roots. He says, "My grandparents lived in Jefferson and it's where my mom grew up, so I was very familiar with the community. I work at DuPont Pioneer in Johnston as a Senior Research Associate, but we decided to live in Jefferson since it's my favorite town."

Their home is filled with internet-enabled devices. "We probably have well over a dozen now including computers, Chromecasts, TVs, and smartphones. When we have guests over, they like to be able to connect their devices to our Wi-Fi network as well," Zachary notes. Since multiple devices using the same internet connection require an upper-level speed for top performance, the Sielaffs chose Jefferson Telecom's internet package with 100 Mbps download.

"I also opted for an upload boost to 25 Mbps. A lot of folks don't realize just how important upload speeds are. Many devices these days have to be able to talk to the internet quickly, not just listen to it quickly. My wife uses FaceTime and Skype frequently to talk to her parents in Poland. A crystal-clear video and conversation experience can't happen without great upload speeds," says Zachary.

He adds, "When we lived in Idaho, we depended on satellite internet in many places. The download speeds were decent, but there was virtually no upload speed because of the laws of physics. It made communicating via video and conferencing very difficult at times."

Over the years, the Sielaffs have been customers of many different internet and telecom carriers including the big national ones. Zachary recalls, "My biggest frustration with those carriers has always been the slow upload speeds available. I like to game online, which is an activity that demands a good download-to-upload ratio. As I got older, that need transitioned into the need to be able to use a VPN (virtual private network) to work from home on days when the weather was bad or other events were happening. My upload speeds from my old carriers were, quite frankly, fractions of what I was promised and paid for, even at off-peak hours."

Things have changed for the better since the Sielaffs became customers of Jefferson Telecom. Zachary explains, "I was pleasantly surprised when I came to Jefferson and found my upload speeds were rock solid and on the dime for what I was paying. No matter how many devices are connected to our Wi-Fi network, they all seem to be able to pull upload speeds of at least 24 Mbps. I'm also pleased with our download speeds. I recently plugged a laptop straight into the modem and ran a speed test, which registered at 98.6 Mbps — about as close as you're going to get. The cool thing was, even when I plugged it back into the wireless router, the speed dropped only slightly."

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Take a Tour of Our Renovated Website

We recently completed some renovation of our website at www.jeffersontelecom.com and everything looks better and works better! Check it out now to see newly added features including:

- An online TV guide
- A printable channel lineup
- An internet quiz to help you find the right speed for your needs
- Jefferson Telecom's latest promotions
- Direct links to news from the Jefferson Bee & Herald
- More content to help you use and enjoy technology

Speaking of renovation, if your communications services could use a little sprucing up, contact Jefferson Telecom for suggestions.

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

Name: _____

Phone #: _____

Congratulations to our last "Winner of a \$20 Credit," Gary Hoffman of Jefferson.

Customer Spotlight

Zachary and Aleksandra Sielaff

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What do Zachary and Aleksandra appreciate most about their internet service from Jefferson Telecom? He replies, "We like the fact that Jefferson Telecom actually delivers the speeds advertised. I've never found that to be the case with any carriers except Jefferson Telecom. What's even more fun is this: Their internet service delivers the 'power' to keep everybody in the house happy. When my wife is using Skype, my mom or sister are watching Netflix in the living room, and I'm working on the computer, there's no drop in the speeds. I can play Heroes of the Storm lag free, or I can upload a data-intensive file to my office with ease."

Zachary encourages others to increase their internet speeds. He says, "Go for it! It's the way of the future. Jefferson Telecom has a cool fiber network that many cities and suburbs don't even have."

Who Needs Pay-Per-View? Use Streaming Video Instead!

You may think you need a TV service with Pay-Per-View in order to select a movie to enjoy at home. Thanks to new technology, that's no longer the case. You can enjoy the same type of convenience and entertainment variety of Pay-Per-View by watching streaming video.

What do you need to get started with streaming video? Not much, and you probably have some of the technology already. Here are the essentials:

- **A high speed Internet connection.** In order to get good video quality while streaming — without buffering — you'll want a connection with download speeds of at least 15 Mbps.
- **An Internet-ready TV or external device.** There are many devices to choose from including Apple TV, Roku Streaming Media Player, Roku Streaming Stick, and Google Chromecast.
- **A streaming service.** For a small monthly fee, you can get access to an unlimited number of movies through a streaming service. The most popular ones today are Netflix and Amazon Video, and they both offer vast movie libraries.



When you combine your Jefferson Telecom TV service with streaming video, you get an excellent entertainment value. If you have questions, please call us at 515-386-4141.

Don't Get Hooked by Phishing

Jefferson Telecom wants you to be informed and aware as you go about your online activities. One potential scam to watch out for is phishing, where crooks try to get you to divulge personal information through the use of legitimate-looking emails and websites. For example, you may receive an email that looks like it's from your email provider or even your bank, saying your account information needs to be updated immediately for security purposes. **DON'T FALL FOR IT.** The scammers are trying to commit identity theft to gain access to your accounts.

Awareness of phishing tactics is the best way to avoid becoming the latest victim of these online thieves. Here's how to protect yourself:

- **Don't reply.** Never reply to unsolicited messages, especially those asking for personal information. Legitimate companies never solicit information this way.
- **Don't click links.** Links in phishing messages often appear to be from a legitimate company but actually redirect you to a website designed to try to steal personal information.
- **Keep software updated.** Make sure antivirus and firewall software is always running and updated. This helps to keep viruses, malware, and spyware off your computer.

If you should fall prey to a phishing scheme, take these steps immediately:

- **Contact your financial institution.** Let bank officials know what happened and they can block access to your accounts and often reimburse you for fraudulent charges.
- **Contact credit reporting agencies.** Protect your credit by letting these organizations know about the incident. The three main U.S. credit reporting agencies are TransUnion (www.transunion.com), Equifax (www.equifax.com), and Experian (www.experian.com).
- **Contact the FTC.** The Federal Trade Commission investigates and prosecutes consumer fraud. You can file a complaint at www.consumer.ftc.gov as well as learn more about identity theft.

Phishers may try to lure you in, but you don't have to bite. Be careful!



Have More Fun With Your Photos

Sure, taking a selfie and posting it "as is" on Facebook is perfectly fine. But if you'd like to share photos in more creative ways, download the free Instagram and Snapchat apps:

Instagram (instagram.com) has a built-in photo editor with lots of artistic tools to choose from. Just snap a photo with your mobile device, and then choose a filter to transform the image into a memory to share with friends on Facebook, Twitter, Tumblr, and more. You can also follow others on the site that post photos of things you're interested in. The app is free for both Apple and Android devices.

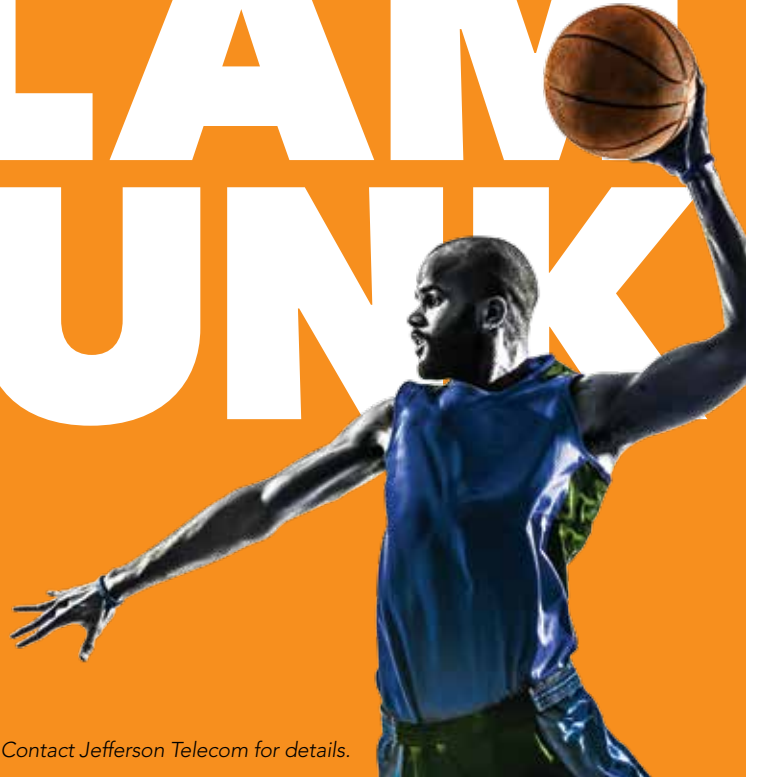
Snapchat (snapchat.com) is a free app that lets you have photo conversations on your mobile device. Just snap a photo or video, add a caption, and send it to one or more friends. They'll view and enjoy it for a few seconds (you choose how long), and then it disappears—unless it's so fun that they can't resist taking a screenshot. You can also use the app to share live video and chat face-to-face.

New Listings



Anderson, Christopher	386-2646
Breheny, Tami	386-2523
Brumbaugh, Nipentha	386-2614
Cooklin, Ryan	386-2693
Cosentino, Tony	386-2308
Davis, Rhonda	386-2666
Durlan, Christine	386-2537
Easterday, Mark	386-2495
Estrada, Carmen	386-2581
Fester, Andrea	386-2367
Grife, Ashna	386-2549
Harp, Alaina	386-2737
Hess, Aerial	386-2396
Hopkins, April	386-2706
Kelly, Amanda	386-2627
Krause, Catharine	386-2677
Menard, Jennifer	386-2687
Montgomery, Gilbert	386-2330
Neal, Ross	386-2383
Nelson, Paul	386-2701
Paniagua, Cristian	386-2068
Parnell, Jason	386-2162
Pierson, Maryssa	386-2575
Revell, J	386-2411
Richardson, Tylar	386-2311
Ritter, Ellen	386-2314
Ryan, Sue	386-3344
Saddoris, Austin	386-2729
Schwander, Chad	386-2365
Scudder, Lois	386-2339
Smith, Ben	386-2419
Smith, Justin	386-2051
Weber, Dalton	386-2697
Wiggins, Haley	386-2391

THIS INTERNET DEAL IS A SLAM DUNK



**This offer ends April 29, 2017. Contact Jefferson Telecom for details.*

Sign up for 15 Mbps-100 Mbps package
Score FREE Internet Programming - \$99 Value!



“Like” Us on Facebook

www.facebook.com/jefferson telecom

Facebook is a great place for important messages from Jefferson Telecom. Just “Like” our page. If there’s a promotion, contest, fun article or outage, you’ll hear it from us first!

