

# intouch



## Improve Your New Year With Faster Internet

Speeding up your internet is an easy resolution to achieve, especially this New Year with Internet speeds up to 100 Mbps 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.

**Call Jefferson Telecom at 515-386-4141 to upgrade today!**

### Contact

Jefferson Telecom  
105 West Harrison Street  
PO Box 269  
Jefferson, IA 50129  
Phone: 515-386-4141  
Fax: 515-386-2600  
Office Hours: Mon 9:00 am to 5:30 pm;  
Tues-Fri 8:00 am to 5:30 pm;  
Sat: 9:00 am to noon

### Email

Jefferson Telecom  
info@jeffersontelecom.com

### Visit us Online

www.jeffersontelecom.com

### Office Closure

January 1, 2018



## Which Internet Speed is Right for You?

Everyone's Internet needs are different. Here are a few things to consider when choosing a speed:



### The more Internet-connected devices you have, the more speed you need.

Take a look around and add up all your Internet-connected devices including computers, tablets, smartphones, smart TVs, smart home devices, Blu-ray disc players, video game consoles, and streaming media players (such as Roku). When several devices are using your home's Internet connection simultaneously, they share the bandwidth. If your Internet plan isn't fast enough to handle this usage, you'll experience the annoyances of slow-loading webpages and buffering (video interruptions).

### How you use the Internet has likely changed in recent years.

Most households are now using their Internet connection for far more than just email or web surfing. For example, if you're enjoying the convenience and value of streaming entertainment, such as watching movies and TV shows via Netflix or Hulu, you'll need an Internet speed that's fast enough to accommodate this activity.

### You can enjoy a big increase in Internet speed for a small monthly price.

Let's say you now have our Basic plan with 5 Mbps download speed as part of a bundle. For only an additional \$10 per month, you can triple your speed to 15 Mbps. Once you experience 15 Mbps, you'll wonder why you waited so long to upgrade your Internet speed!

### We offer download speeds up to 100 Mbps. Upgrade to a faster speed today!

<b>SOCIAL</b>	<b>15 Mbps / 2 Mbps</b>	<b>Good</b> for basic Internet usage in smaller households
<b>FAMILY</b>	<b>50 Mbps / 3 Mbps</b>	<b>Better</b> for typical multi-user, multi-device households
<b>POWER</b>	<b>100 Mbps / 5 Mbps</b>	<b>Best</b> for households with higher-level streaming and gaming demands

Ask us how to add an upload boost to your package in 10 Mbps increments.

### Jefferson Telecom's Internet plans feature:

- NO bandwidth data caps – Use the Internet as much as you want!
- Option of 5 email addresses
- FREE 24/7 technical support – 515-386-5500
- A company committed to growing with its customers

**Take the quick quiz at [www.jeffersontelecom.com/residential](http://www.jeffersontelecom.com/residential). Our speed analyzer tool will help you decide how much speed you need based on your Internet usage. For additional assistance or to sign up for faster speed, call 515-386-4141.**

# intouch



## Watch Out for the Grandparent Scam

Callers pretending to be grandkids are targeting older Americans to try and scam them out of money. Typically, the call begins with “Hi, Grandpa” or “Hi, Grandma,” followed by a sob story about an emergency — such as an arrest or car accident — requiring money to be sent immediately through services such as Western Union or MoneyGram.

How do scammers select their potential victims and know the names of family members? They may use marketing lists and information from social networking sites or obituaries. Or they may hack into email accounts to get contact lists.

These crooks often call in the middle of the night when people are startled and not fully awake. If you get a call like this, take a deep breath and try not to get emotional. Instead, ask some personal questions that would be hard for an impostor to answer correctly. You should never agree to a money transfer based on a single call. Always hang up and do some research, such as calling the relative directly, to check out the story.



## Common Misconceptions About Jefferson Telecom’s Internet Service

What We’ve Heard From Customers	What You Need to Know
<b>“We have fiber, so we automatically have the highest Internet speed.”</b>	A fiber connection did not automatically increase your home’s Internet speed. You still have the same speed you had prior to fiber unless you signed up for a faster speed.
<b>“We do not stream in our home so we do not need a higher speed.”</b>	You may be streaming and not realize it. Streaming simply means you access a TV show or movie via your Internet connection. Popular services for streaming include Netflix, Hulu, YouTube, and Amazon Prime. Most of these services recommend a connection of at least 15 Mbps for a good viewing experience without buffering.
<b>“It seems like our Internet service worked better before fiber.”</b>	The demands you put on your Internet connection may have increased dramatically in the last few years, making your connection appear slower. This has nothing to do with fiber installation. More users and devices will require more speed, so you may need an upgrade.
<b>“We have 5 Mbps download speed for our family of four. Shouldn’t that speed be enough?”</b>	Remember, everyone in your home shares the Internet connection when using their devices at the same time. A 5 Mbps download speed will likely be insufficient for this situation, and will result in annoying slowdowns (and possibly family fights over who’s hogging the bandwidth).

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, 2018 to be eligible. One winner per newsletter will be selected.

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

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

Congratulations to our last “Winner of a \$20 Credit,” Bev Gutermuth of Jefferson.

Technology keeps changing and sometimes it’s hard to keep up. If you have questions about your current Internet service or would like help deciding about a speed upgrade, please call us at 515-386-4141.

## U.S. Cellular Customer Spotlight: **Sherry and Rod Graven are Glad They Got a Rate Plan Analysis**

Jefferson Telecom has been a proud agent for U.S. Cellular for 25 years, offering the latest Android and iPhone devices as well as smartphone accessories. We pride ourselves on the personal service we provide, which includes giving customers a free Rate Plan Analysis to help them determine which U.S. Cellular plan would best meet their needs.

Sherry and Rod Graven have been U.S. Cellular customers since Jefferson Telecom's agent relationship began 25 years ago. Here's what they had to say:

### **How did you hear about having a Rate Plan Analysis done on your U.S. Cellular plan?**

We called Jefferson Telecom, our local cellular agent, to check on our Partner Employee Discounts (PED) Program renewal, that we receive through Rod's place of employment. Janelle Wright offered to look at our plan and do a Rate Plan Analysis. She knew we were on an old plan and thought we could probably save money by switching to a new one. She was right!

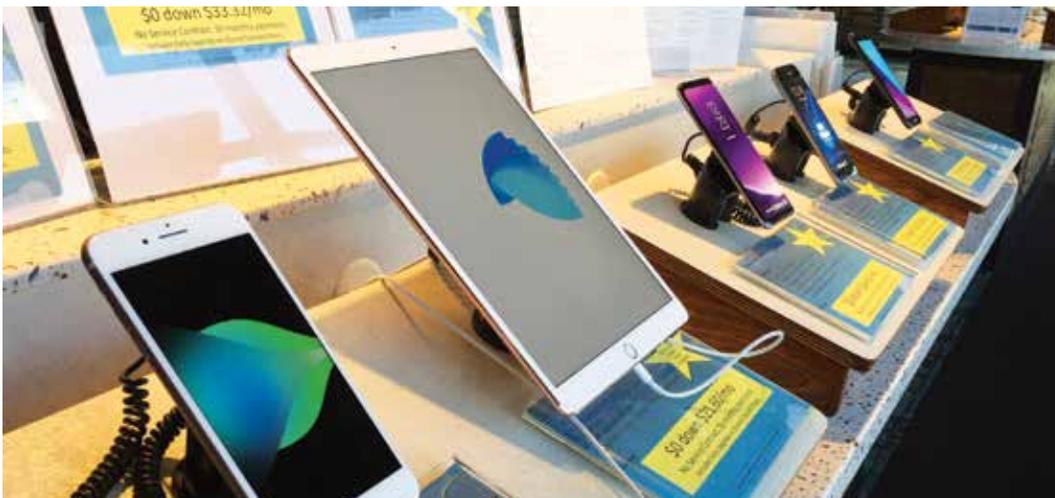
### **What was the outcome of your analysis?**

We learned we could save a significant amount of money each month by changing to a different U.S. Cellular plan. We're now paying 52% less than our previous monthly bill. It's wonderful!

### **Any words of advice to others in regards to their cellular plans?**

Take the time to have a Rate Plan Analysis done since you could end up saving a lot of money. The U.S. Cellular plans have really changed in the last year, and it's well worth the effort to check them out. We were thrilled with the results! U.S. Cellular and Jefferson Telecom make it easy and affordable to keep in touch with family and friends.

**Stop by Jefferson Telecom at 105 W. Harrison Street in Jefferson to request a Rate Plan Analysis or call 515-386-4141 today.**



## **WatchTVEverywhere Gives You Lots of Entertaining Options**

Pick your device. Pick your location. Pick your program. With WatchTVEverywhere, you can pick from so many options for how, where, and what you watch.

Watch your favorite drama show on your smartphone while having coffee uptown. Watch a comedy special on your laptop during your lunch hour. Or watch a movie on your tablet while traveling for work or on vacation. WatchTVEverywhere works from anywhere you have an internet signal.

Plus, WatchTVEverywhere is FREE with your qualifying Jefferson Telecom TV package. The specific networks available to you on your mobile devices will be based on your TV package subscription.

How is WatchTVEverywhere different from something like Hulu or Netflix? There are several differences:

- **WatchTVEverywhere is FREE.** There is no extra charge to use it. You only need to have a subscription to the network you want to watch.
- **WatchTVEverywhere includes live TV.** For example, WatchTVEverywhere includes live game coverage on NFL Network or WatchESPN. Hulu and Netflix only provide previously recorded shows.
- **WatchTVEverywhere has full episodes of current TV shows within days of their premiere.** You can also catch up on the entire season or previous seasons of your favorite shows.

**To access content through WatchTVEverywhere, you'll first need to register at [www.watchteverywhere.com](http://www.watchteverywhere.com). It's quick and easy, so sign up today.**

**New Listings**



Beadle, Bradlee	386-2605
Burgess, Roy	386-2230
Dudley, Michelle	386-2478
Eberle, Dorothy	386-3546
Eischeid, Jacob	386-2608
Eliserio, Suzanne	386-2153
Geisler, Kirk & Gina	386-2434
Gerdes, Crystal	386-2659
Gonzalez, Jeniffer	386-2795
Hinote, Tom	386-3118
Kolbeck, Judy	386-8524
Krause, Norma	386-3217
Martens, Dennis Pastor & Margaret	386-2785
Medina, Brandi	386-2204
Minnihan, Zach	386-2779
Molle, Michael	386-2780
Mosher, Duane	386-2102
Pedersen, Jeanise	386-2824
Peltier, Jerry	386-2764
Regan, Jeff	386-2620
Ruhnke, Pat	386-2494
Schaffer, Keith	386-2482
Schmidt, Kevin	386-3094
Smith, P	386-2895
Tucker, Allison	386-2059
Wells, Mike	386-2808
Wilson, Gayle	386-2004

## A New Year's Message From Our General Manager

Happy New Year from all of us at Jefferson Telecom! We look forward to serving you in the coming year.

Our mission at Jefferson Telecom is to keep you connected with exceptional service. To do that, we'll be hard at work in 2018 on a variety of projects. Next year, we will finish the rural area of our fiber network and 100 percent of our service area will then be connected to fiber. This will bring faster internet speeds and the availability of cable TV to all of our customers.

We will also continue to transition Jefferson Telecom into a broadband company as everything we do now revolves around the Internet. We know our customers' needs are changing, and that is why we will be offering Wi-Fi management as a service to our customers in 2018. Jefferson Telecom is investing in additional technology to

better help our customers manage Wi-Fi troubles and ensure your home network is setup for optimum success.

The advances in cellular continue to amaze me. As an agent for U.S. Cellular for over 25 years, we are proud to offer the latest smartphones and accessories for your needs. Stop in and ask to have your plan analyzed by one of our staff and see if you can save money by switching to a new plan.

Thanks for choosing Jefferson Telecom as your provider. Let's see where technology takes us in 2018!

Best Wishes,

Jim Daubendiek  
General Manager



## Angie Wiggins Wins Thankfulness Contest

Jefferson Telecom was overwhelmed with the response to our Thankfulness Contest in November. Participants were asked to state what they were thankful for on Facebook, which registered them for a chance to win a Thanksgiving feast with \$100 in gift cards to local grocery stores in Jefferson.

**Here are a few of the responses:**

- I'm most thankful for family and friends, the ability to work to help provide for our family, as well as being surrounded by great people in our little town.
- I am thankful that when I thought about how to answer "what are you thankful for" my list was amazingly long — great family (human and fur babies), friends, co-workers, community, health, job. So many blessings!

- I am thankful that I was able to donate my kidney in May to my stepfather and proud to announce that he is doing absolutely wonderful.
- I am very thankful for my family and friends. Also, thankful we got to move back to Jefferson where it is more home than where we lived. I love this community!

Jefferson Telecom would like to thank all of you, our customers, for your continued patronage. We appreciate the confidence you place in our staff to provide your communications needs. We also congratulate Angie Wiggins from Jefferson, as she was the lucky winner.

