

Make Your Life Easier With This Bill Pay Option

Want to simplify the process of paying your Jefferson Telecom bill and cut down on paperwork? Sign up for Jefferson Telecom bill pay and email bill notification.

It's easy to register and get started today! Visit www.jeffersontelecom.com and click on the E-Bill tab.



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www.jeffersontelecom.com

Office Closures

November 22, 2018
December 24-25, 2018
January 1, 2019



Life's Too Short for Bad Wi-Fi— Let Us Install an eero System

Are you experiencing Wi-Fi dead spots, buffering, or endless reboots? These are all symptoms of the problem with traditional routers, and the reason it can be so tough to get strong Internet connections everywhere you want them.

Jefferson Telecom now has an ideal solution, called the eero system. It replaces your router and delivers fast, reliable W-Fi throughout your home. Ryan Koch, Communications Technician at Jefferson Telecom, thinks the eero system will be welcomed by customers as a way to alleviate the common Wi-Fi issues he often hears about.

“Customers experiencing Wi-Fi problems often complain about the range, meaning they can't get the coverage that they wanted in all areas of their home. This is not an issue with the eero system, which uses multiple access points and TrueMesh technology to cover every nook and cranny of your home with consistently strong Wi-Fi signals,” Koch says.

Koch knows about the eero system firsthand, since he initially tested the equipment at his home. “I noticed a huge improvement in my Wi-Fi coverage with eero compared to my router. I now have coverage in my garage and out in my yard, which my router never provided,” he notes.

Jefferson Telecom customers with the eero system installed are reporting similar results. Koch says, “The #1 difference mentioned by customers is the amount of Wi-Fi coverage. They're now experiencing coverage in all rooms of their home including the basement, garage, and yard. That enables family members to enjoy internet access in places they never could before. The system is simple and eero truly provides total coverage for the customer.”

He adds, “The other feature that customers seem to like is the eero app on their smartphone. This app enables them to remotely manage their home's Wi-Fi settings, set up parental controls, change passwords, establish guest networks, and see what devices are online at any given time.”

Continued on page 2

WatchTVEverywhere Gives You Lots of Entertaining Options

Pick your device. Pick your location. Pick your program. With WatchTV Everywhere, 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 lounging on your front porch or patio. 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.



To access content through WatchTVEverywhere, you'll first need to register at www.watchtveverywhere.com. It's quick and easy; just have your Jefferson Telecom account number and the last name on your billing statement handy. Not yet one of our TV customers? Call us today at 515-386-4141, option #4 to sign up.

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 October 15, 2018 to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our last "Winner of a \$20 Credit," Sandy Ford of Jefferson.

Life's Too Short for Bad Wi-Fi Continued from page 1

Does Koch have any words of advice to customers currently experiencing Wi-Fi problems at home? He replies, "Call Jefferson Telecom! You shouldn't have to reset your router multiple times per day and suffer through the frustrations of poor Wi-Fi performance. Keep in mind that routers only have a shelf life of two to three years before they need to be replaced. But why replace your router when you can have an eero system that covers your whole home and provides updates through the cloud? Plus, there are no contracts with an eero system, so if it isn't the right fit, you can simply bring it back."

Jefferson Telecom staff will gladly install an eero system in your home, which includes Jefferson Telecom's Wi-Fi Management. This service provides:

- FREE Internet Programming (\$99 Value)
- FREE Wi-Fi Assessment of your home's current Wi-Fi environment, Internet needs, and obstacles
- Hook up of all wireless devices at point of installation or Wi-Fi assessment
- Management of equipment firmware updates
- Local technical support available 24/7 at 515-386-4141, #2
- No trip charge for a technician home visit during normal business hours for Wi-Fi related issues unable to be resolved over the phone

If you'd like to enjoy all the benefits of great Wi-Fi without all the hassles, call Jefferson Telecom at 515-386-4141 for more information about the eero system and our Wi-Fi Management. You can also watch an eero video at www.jeffersontelecom.com/eero.



Misconceptions About Internet Speeds

Dave Dideriksen, Communications Technician at Jefferson Telecom, sets the record straight on Internet speeds:

Customers assume they should always receive the top speed that is listed. For example, if a customer is on the 25Mbps/3Mbps package, they believe a speed test will show 25Mbps. That is true if the person has a hardwired connection to the Internet and is the only one online at that time. Otherwise the Internet speed is a shared connection with all the people and devices in the home, and Internet speed is affected.

We hear people say, "My Internet service worked better before fiber." When you think about it, the demands we put on Internet connections have increased dramatically in the last few years. Count up the number of Internet-connected devices in your home. If they have increased, so should your Internet speed.

Common Culprits for Slow Internet and What to Do About Them

It's frustrating when a webpage takes forever to load or a video stops to buffer, displaying the famed "spinning wheel of death." Here are some common reasons why an Internet connection may be moving at slower-than-expected speeds, along with actions you can take to help rectify the issues.

An Increase in Users and Devices

The more people online at once, the slower the connection gets. For example, if you have several houseguests on your home's Wi-Fi network, you may notice a temporary decrease in Internet speeds during their visit. This can also be an ongoing issue if your family size has increased or the number of Internet-connected devices and bandwidth-heavy applications have risen significantly. In the case of the latter, it may be time for an upgrade of your Internet plan.

Think back to RAGBRAI and the influx of 30,000 people to our small town. If you had a 5 Mbps connection at your home which is typically used by just two people, and then had 20 people camping there and trying to use your Wi-Fi, the speed likely slowed way down. It's a little like five people taking showers simultaneously and the subsequent drop in water pressure. As you look ahead to the holidays, make sure that you have the Internet speed to accommodate added guests, kids home from college, and overall increased usage.



Walls and Floors Blocking Wi-Fi Signals

The construction materials in your home can greatly affect wireless communication speed and range. Materials such as concrete, brick, and metal can make it difficult to connect and can slow your network speed or even completely block wireless signals from reaching certain parts of your home. Large furniture items such as filing cabinets or bookshelves, as well as appliances like stoves or refrigerators, can also interfere with Wi-Fi. You may be able to solve the problem simply by moving your router to a different location. Or consider getting an eero system from Jefferson Telecom for strong Wi-Fi coverage throughout your home.

For help solving Internet speed issues at your home, call Jefferson Telecom at 515-386-4141, option #4.



Roku Plus Our Internet Adds Up to Amazing TV

This is an exciting time in the world of entertainment. You have so many more options on how to access TV programs, movies, and music to enjoy at home. No longer are you restricted to the choice of either a cable TV subscription or a satellite dish as you have been in years passed.

For example, with a Roku streaming player and Internet service, you have the opportunity to enjoy a vast array of streaming entertainment on your TV. Roku offers access to more than 350,000 movies and TV episodes across 3,500+ free or paid channels, and its quick interface makes it easy to search for what you want to watch.



Think Roku might be for you? We recommend 25 Mbps or higher to fully enjoy this TV option. Call Jefferson Telecom at 515-386-4141, option #4 for more details on our high-speed Internet plans or stop into Jefferson Telecom to see our selection of Roku sticks with options for voice-activated remotes.

New Listings



Augustine, Mary F	386-2066
Batcheller, Jay	386-2614
Garnett, Roger & Lisa	386-2495
Gerloff, Jeannette	386-2635
Gower, Tom	386-2566
Hotchkiss, Philip	386-2523
Huff, Amanda	386-2307
Jaeschke, Cole	386-2637
Jennings, Rickey	386-2521
Johnson, Tim	386-2502
Kaufman, Nancy	386-2596
Kennedy, Dick	386-2549
Lauber, Marilyn	386-2377
Lowe, William & Kelley	386-2003
Murphy, John	386-4226
Murphy, Tiffany Grace	386-2158
Pittman, Daniel	386-2697
Reynolds, Christa	386-2156
Schmitt, Samuel	386-2094
Welsh, Celia	386-2167
Williams, Jack	386-2445



We've
ACCELERATED
the *speeds* of our
residential Internet plans

Nobody likes to spin their wheels waiting online. That is why Jefferson Telecom recently **increased** the speeds of our residential Internet plans for **FREE**.

5 Mbps / 1Mbps upgraded to 10 Mbps / 1 Mbps
15 Mbps / 2 Mbps upgraded to 25 Mbps / 3 Mbps
50 Mbps / 3 Mbps upgraded to 50 Mbps / 5 Mbps
100 Mbps / 5 Mbps upgraded to 100 Mbps / 10 Mbps
250 Mbps / 25 Mbps – NOW Available

Speed still not fast enough?
Call us at 515-386-4141, option #4 today to sign up
for a faster speed with speeds up to 250Mbps.

*Speeds listed are for wired devices. Wireless speeds are variable based on the number of devices and router configurations.
Test your speed at <https://www.jeffersontelecom.com/speed-test>.

Elaine Deluhery Wins Directory Cover Contest



Elaine Deluhery of Jefferson is the winner of the Jefferson Telecom directory cover contest. She produced a collage commemorating the Greene County Courthouse 100th anniversary. Elaine's winning photograph will grace the cover of the Jefferson Telecom 2018-2019 telephone directory. She also received \$100 in Greene County Chamber Checks.

A celebration of the Greene County Courthouse's centennial was held Oct. 27, 2017. The three-story courthouse, constructed of Bedford stone, was originally dedicated Oct. 27, 1917. Since that time, there have been no fundamental changes to the building. A reproduction of the County seal, "Horn of Plenty" in mosaic tile, forms the center of the rotunda floor. On the four walls of the dome are lunette paintings.

More than 30 entries were submitted for this year's contest. All entries can be viewed on the Jefferson Telecom Facebook page and at www.jeffersontelecom.com/photo-contest.