

Jefferson Telecom
SPRING 2019

intouch

Are Devices Multiplying Like Rabbits at Your House?

Happy Easter from Jefferson Telecom and welcome to the spring season!

Every time you turn around, it may seem like another Internet-connected device shows up. It might be a smart TV, smart thermostat, security system, smartphone, gaming console, streaming box, wearable, tablet, or laptop. If this sounds like your house, it might be time to upgrade your Internet connection to keep up with demand. Hop to it and call us at 515-386-4141. We'll make sure you get the speed you need.



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 5:00 pm;
Tues-Fri 8:00 am to 5:00 pm;
Sat: 9:00 am to noon

Email

Jefferson Telecom
info@jeffersontelecom.com

Visit us Online

www.jeffersontelecom.com

Office Closure

May 27, 2019

Jefferson
TELECOM
Technology People Talk About



Daniel Rohner, Jefferson Telecom Cellular Specialist

You Can Now Get Your iPhone Repaired by Jefferson Telecom

Did you know that 45% of smartphone users will have an accident with their device at some point in time? We understand how easy it is to drop your phone, causing your screen to shatter if not properly protected. Fortunately, Daniel Rohner, Jefferson Telecom Cellular Specialist, is specially trained in iPhone screen repair. All repairs are completed in-house and include a 30-day warranty.

Another common problem with smartphones is a weak battery. If you notice your phone battery losing power quickly, this might be a sign you're in need of a battery replacement. Daniel is also able to replace the battery for your iPhone in-house with a quick turnaround — typically while you wait. We understand how important your phone is to your daily life, and we'll do everything we can to get you back up and running quickly.

Sometimes after evaluation of a phone's issues, a repair is deemed to not be the best course of action. In this case, browse our large selection of the latest phones and accessories offered by U.S. Cellular. Jefferson Telecom has been an authorized agent for U.S. Cellular for over 25 years.

For complete details regarding iPhone repair services, visit www.jeffersontelecom.com/repair or stop by Jefferson Telecom at 105 W. Harrison Street in Jefferson and ask to speak with Daniel.



Answers to Your Questions on Wi-Fi Security With eero

Jefferson Telecom offers Wi-Fi management with the eero system—an eero base unit and beacon that replaces your router and provides a reliable and clear Internet connection throughout your home. Customers often ask about the security offered by eero, so here are the answers:

How do eero auto-updates keep my network safe?

Most routers have software installed right before they're boxed at the factory, which means they typically don't see another software update the entire time they're at work in your home. This leaves your network vulnerable and exposed to Internet threats, many of which may emerge years after you install your router. Some companies allow customers to download the latest security to update their router, but most people don't even know they can do this (let alone how to start the process).

Continued on page 3

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, 2019 to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Email: _____

Congratulations to our last "Winner of a \$20 Credit," Bill & Shelly Berger.

Internet Infrastructure Affects Reliability and Speed of Service

Telecommunication providers have many choices to make about Internet service, and one of the most important ones is deciding what type of infrastructure will be used to carry the connection.

Fiber is Fastest

Why does it matter what kind of infrastructure is used? It matters because these various technologies have different capabilities, most notably in terms of maximum Internet speeds. Copper telephone wires, which were previously in place, provide the slowest Internet speeds, while fiber-optic cables provide the fastest maximum speeds.

Jefferson Telecom is pleased to be able to offer fiber optics to our customers in Jefferson and the rural area. It's all part of our commitment to provide you with the latest ways to stay connected, informed, and entertained—both today and into the future.

Fiber-optic wired systems offer, by far, the highest Internet speed and reliability. They also have the capacity for virtually unlimited bandwidth, which is why fiber is often referred to as the "future-proof" Internet infrastructure. Only fiber can provide extremely high speeds directly to users, known as Fiber-to-the-Home.

Recently, Jefferson Telecom again invested in an upgrade to our service delivery for our Internet connection to Des Moines. A redundant path was added between Jefferson and Des Moines, helping to ensure network availability in case of a network device or path failure. You can think of this redundant path as an Internet detour that provides an alternate route and keeps things moving when one road is blocked.

Jefferson Telecom wants our customers to enjoy a strong Internet connection. If you're experiencing any interruptions in service, please call us at 515-386-4141 so we can walk through troubleshooting steps to rectify your problem. As a reminder, if it's after hours, please contact our 24/7 technical support line at 515-386-5500.





What You Need to Know About Backup Battery Power

Many of today's advanced home phone services require backup battery power to continue functioning during a power outage. To avoid disruption of service—and to maintain the ability to connect to 911 emergency services—Jefferson Telecom provides backup battery power to your home phones at no extra charge.

What Your Battery Can—and Can't—Do For You

Our backup batteries allow you to continue to use your home phone services during a power outage. Without a backup battery, or alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than phone. Home security systems, medical monitoring devices, and other equipment will not run on a home phone backup battery.

Replacement Options

Jefferson Telecom maintains and routinely replaces backup batteries. Our team will call you to schedule a time to swap out your backup battery—at no additional charge to you.

Expected Battery Backup Duration

Our backup batteries are expected to last at least eight hours on standby power. This should give you six hours of talk time.

Proper Care and Use of Your Battery

These batteries are rechargeable and have an expected lifespan of five to seven years. If your device begins to beep loudly, it means the battery is depleted and needs to be replaced; please contact our office to arrange replacement.

Wi-Fi Security With eero

Continued from page 2

By contrast, eero makes everything easier by automatically installing updates as they become available. This means your Wi-Fi network will always have the latest software and features, including advanced encryption and security protocols. With eero, you can simply enjoy your time online and not have to think about whether or not your home's Wi-Fi network has up-to-date security.

Does eero have its own firewall?

Yes, eero runs its own firewall to block unauthorized access to your Wi-Fi network. You don't have to run one separately.

How does eero's firewall protect my data?

Its firewall protects your data by creating a barrier between the Internet and your home's Wi-Fi network. Only data associated with a known active connection is allowed to access your network.

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.



New Listings

Davis, Amber	386-2255
Finley, Kelly	386-2588
Kinney, Carl T	386-2256
Lowe, Gentry	386-2533
Mathers, Eilene	386-2207
Shell, Sean	386-2037
Sibaugh, Julie	386-2144
Willis, Jimi	386-2254

You've Asked for Online Bill Payment and Now It's Here!

Online bill payment is now available through our e-Bill system. It's fast and convenient, plus you'll have no more paper bills from Jefferson Telecom to clutter up your home.

Here's how e-Bill works:

- Once you enroll, you'll receive an email each month letting you know the amount you owe and that your complete statement is available for viewing.
- You can then view and pay your bill using a bank account (checking/savings) or credit card.
- Automatic payment can also be scheduled. **If you sign up for automatic payment and e-Bill a one-time \$10 credit will be applied to your statement.**

To sign up for eBilling, have your current bill on hand and click on the e-Bill tab at www.jeffersontelecom.com.

Understanding the TV Requirements for Streaming

All TVs are not created equal. In addition to screen size, picture quality, and sound quality, you also need to consider a TV's streaming capabilities. To help you navigate today's TV landscape, we've gathered some common questions and their answers.

What is a smart TV?

A smart TV is one that incorporates an operating system/platform that allows you to access, manage, and view online and network-based media content without the need to connect to an additional box (such as a Roku or Firestick).

How do smart TVs work?

Smart TVs access online content by connecting to the same broadband router and Ethernet or Wi-Fi network that you use to connect your computer to the Internet.

Do I need a smart TV to use a streaming media player?

No. A smart TV is one that can connect to the Internet directly to access content from it. Since that's what a streaming media player does, you could say it turns a regular TV into a smart TV.

Can I use a streaming media player with an older TV?

Whether a TV can work with a streaming media player depends on what kind of connection ports it has. If it has an HDMI port, then it will work with most players. If it doesn't have an HDMI port but it has RCA ports (red/white/yellow), then you can get a Roku Express+, which includes composite audio and video connectors (and cable) found on most older televisions as well as an HDMI connection.

What are the general "rules of thumb" for TVs and streaming?

- If you're buying a new TV and don't have any other devices that provide access to Internet streaming content, get a smart TV.
- If you already have a smart TV that doesn't provide access to the number or type of streaming channels you would like, consider adding an external media streamer, streaming stick, or Internet-enabled Blu-ray disc player rather than buying a new smart TV.
- If you already own a TV without smart features but are satisfied with its picture quality and other features, you don't need to buy a smart TV. Just add a media streamer, streaming stick, or Internet-enabled Blu-ray disc player to your current setup. Jefferson Telecom has Roku streaming sticks available for purchase and our staff can talk you through the easy setup to help you start streaming within minutes.

You may want to upgrade to a faster Internet plan to better accommodate streaming. For the best viewing experience while streaming, Jefferson Telecom recommends speeds of at least 25 Mbps. Check your statement to see your current Internet speed.

