

Jefferson Telecom
SPRING 2020

intouch



We Keep You Covered and Connected

Jefferson Telecom is here for our customers through sunshine and storms. Our umbrella of services — Internet, TV, phone, cellular, and more—will cover your communications needs and connect you to what matters most. Plus, this technology is combined with friendly and responsive support from our local employees, which is sure to keep you smiling regardless of what the day brings.

Call 515-386-4141 to learn more about any of our services.

Contact

Jefferson Telecom
105 West Harrison Street
PO Box 269
Jefferson, IA 50129
Phone: 515-386-4141
Fax: 515-386-2600
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 25, 2020

Jefferson
TELECOM
Technology People Talk About



MORE INTERNET USERS AND DEVICES REQUIRE **MORE SPEED**

If your household's internet usage has grown significantly but your internet plan has stayed the same, your connection may now be overloaded. This can make your internet seem slow.

Here's what to do:

- Contact Jefferson Telecom to discuss whether you need a speed upgrade to accommodate all of your users and devices. Plus, internet speed upgrades can be done remotely — no need to come to your home
- As a reminder, Jefferson Telecom never has data caps!

CALL 515-386-4141 FOR FAST SOLUTIONS

Service availability will depend on location. Contact us to learn more.

Is Working from Home New to You?

More people are now working from home to slow the spread of COVID-19. If this arrangement is new to you, you may be struggling to stay productive and focused (as well as balance work and parenting responsibilities).

Here are a few tips from seasoned pros who've worked from home for years:

- **Stick to your workday routine as much as possible.** Work roughly the same hours you did before and continue to get dressed in real clothes. Resist the temptation to work in your pajamas!
- **Set up a designated workspace.** Work from a desk or table in an area away from other family members so you have the quiet you need to stay on task. Also sit in a supportive chair to help prevent back pain.
- **Stay connected to coworkers.** Use applications such as Zoom or FaceTime to help maintain morale during this period of isolation.

If you need to make changes to your home's Internet service to accommodate working from home, call us at 515-386-4141.

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 May 20, 2020 to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Email: _____

☐ Yes, please use my email for communication purposes.

Congratulations to our last "Winner of a \$20 Credit," Mary Richards.

WE'RE OFFERING **FREE** PUBLIC WI-FI DURING THIS DIFFICULT TIME

In the midst of the COVID-19 crisis, Internet access is a critical resource for online learning and other essential work. If you don't have home Internet service, Jefferson Telecom has made free public Wi-Fi available at these locations from your parked car:

- **Greene County High School parking lot** – 101 Ram Drive, Jefferson
- **Greene County Fairgrounds** – 601 E. Lincoln Way, Jefferson
- **Milwaukee Railroad Depot** (trail head for the Raccoon River Valley Recreational Bike Trail)
- **West side of the square** – 114 N. Wilson Ave, Jefferson
- **East side of the square** – 101 N. Chestnut Street, Jefferson
- **Outside Jefferson Telecom** – 105 W. Harrison Street, Jefferson

To get started: On your device, click on "settings," and Wi-Fi. Click on "Jefferson Telecom Wi-Fi." On the login screen, the only field that needs completed is the "Free Access" field. Enter an email address and click "sign on." You should be connected to the Wi-Fi. Please note that public Wi-Fi is not meant for entertainment or streaming purposes.

To learn more about the Wi-Fi hotspots, call Jefferson Telecom at 515-386-4141, option #4, Monday through Friday from 8 AM – 5 PM or visit www.jeffersonsatelecom.com/wifi.

BILL PAYMENT OPTIONS WHILE SOCIAL DISTANCING

You can pay online, use our drop box, pay by phone, or mail a check. Call 515-386-4141 with your questions or concerns.



5G Won't Replace Wired Internet Networks Anytime Soon

You may have heard the term 5G mentioned by cellular companies and wondered, “What is 5G?” It’s the fifth generation in cellular networks. The first generation began in the 1990s when cellular networks were being established.

The second generation came with the first text messages. The third generation was marked by the first phones that could browse the Internet. The current fourth generation features faster, more reliable cellular networks and phones that can stream content like Netflix. The upcoming fifth generation is the latest iteration of cellular technology, engineered to increase the speed and responsiveness of cellular networks.

Despite the steps forward 5G will offer, once it’s fully implemented, wired internet networks (such as Jefferson Telecom’s fiber network) are expected to remain the preferred technology for many Internet users due to strong advantages including these:

- **Broader Device Compatibility** – There are millions of devices in use today — including PCs, tablets, TVs, printers, sound systems, and smart home devices — with a built-in preference for Wi-Fi Internet delivered via fiber.
- **No Data Caps** – With cellular networks of any generation, subscription and service models are the only option and often include data caps. Even unlimited data plans have a maximum utilization before the speed is throttled to a fraction of the initial speed. For this reason, heavy data users are better off with the cap-free structure of a wired Internet plan.
- **Better Security** – Wired internet tends to be more secure since data transmitted through wire is more difficult for someone to hack than data that’s essentially floating around in the air on a cellular network.
- **Currently Available** – Fast and reliable wired Internet service is available now from Jefferson Telecom, while it may be years before 5G goes mainstream. One reason is that 5G will require the building of many cell towers, since the higher frequencies expected to be used by 5G do not travel as far as the lower frequencies in use today.

To learn more about the fast and reliable Internet service up to 250 Mbps offered by Jefferson Telecom’s fiber network, visit www.jeffersontelecom.com or call 515-386-4141.

Take Precautions Against Juice Jacking

What’s juice jacking? It’s a type of cyberattack in which a publicly accessible USB charging port is used to install malware on, or copy sensitive data from, the smartphones or other devices of unsuspecting people.

The Federal Bureau of Investigation (FBI), the LA County District Attorney’s Office, and the Better Business Bureau (BBB) have all warned about the dangers of juice jacking.

The USB charging ports found in airports and hotels are not simply power sockets. They also open up the option for data transfers, which could be exploited by hackers. While there’s no evidence that juice jacking is currently widespread, the potential threat remains.

We suggest you take these precautions:

- Don’t use public charging stations with USB ports.
- Instead, use your own AC charging adaptor and your own cables to plug into electrical outlets. Or carry a high-quality, mobile battery charger (also called a power pack) with you.

Jefferson Telecom offers power packs at our office at 105 W. Harrison Street. Call us at 515-386-4141, option #4 and we will have a power pack ready for contactless curbside pickup.



New Listings

Colpitts, Jill	386-2307
Dowd, JR & Beth	386-2338
Gustin, Robert	386-2377
Hanson, Billie	386-2561
Hoffmann, Hollis & Marion	386-2274
Kent, Janet	386-3366
Marsh, Duane & Elaine	386-4418
Mohr, Jessie	386-3144
Schroeder Cremation Care	386-2595
U-Haul Neighborhood Dealer	386-2066

LOCAL TV ADS ARE A BARGAIN

Jefferson Telecom TV's Local Channel 21 is an affordable way to advertise. You'll reach over 2,500 people in Jefferson, and your ad has the potential to run 100+ times a day. You can:

- Promote a garage sale.
- Announce milestone birthdays or card showers.
- Increase sales at your business with special offers.

Each ad features a still graphic that airs for 15 to 30 seconds on an equal rotation with several other advertisers. It costs as little as \$20 per week — a small investment that makes a BIG impact!

Go to www.jeffersontelecom.com/ads to complete a short form with your ad details. We'll air your ad within three business days of receiving your request. If you have questions or would like more information, 515-386-4141, #4 or send an email to info@jeffersontelecom.com.

Answers to Your Questions About the New TV System

Jefferson Telecom plans to finish converting all TV customers to the new platform by summer 2020. As with any new technology, there can be bumps in the road during the transition. To make things go more smoothly for you, we're sharing answers to some common questions:

- **How do I reboot my set-top box?** To reboot the set-top box, unplug the black power cord located on the back, wait about 10 seconds, then plug the power cord back in. The set-top box will go through a reboot series taking approximately 5 minutes.
- **Channel(s) are not working or froze. What do I do?** Try changing the channel to another channel, then turn back to the channel that was experiencing issues. This may clear up the problem. Check your other set-top boxes to see if there are problems with the channel on the them. If the issue is only occurring on one set-top box, reboot it. If the problem is occurring on all set-top boxes or if rebooting does not clear up the issue, contact Jefferson Telecom at 515-386-4141, option #4.
- **What do I do if my input gets changed?** Your TV has multiple connections for devices (such as HDMI1, HDMI 2, TV, etc.) including the cable service called "inputs." On the cable remote, push the TV button and then push the Video Source button until you get back to the correct input OR get your original TV remote and push the Input button until you get back to the correct input. Some remotes will not have an Input button; they may instead have a Source, AV, or TV/Video button.
- **What should I do if I see a snowy screen or a blue screen?** Check your TV input to make sure it is set on the correct input for your set-top box.
- **My set-top box will not respond, what do I do?** The green LED light on your set-top box should flash each time a remote button is pressed. If this happens but the set-top box does not respond to your commands, reboot the set-top box. If you continue to experience problems, contact Jefferson Telecom at 515-386-4141, option #4.
- **Closed captioning appeared on my TV. How did this happen?** If you push the # button in the lower right-hand corner of the remote, you can turn closed captioning on and off.
- **The remote control is not working. What do I do?** Make sure there isn't anything between the remote and the remote sensor on your receiver, and that you're within 20 feet of the receiver when using your remote. To operate your set-top box, press the CBL button on your remote control. Also, have you tried changing the batteries?

Have additional questions? Click the **FREE On Demand** button on your remote to watch user tutorials, visit www.jeffersontelecom.com/tv or call Jefferson Telecom at 515-386-4141, option #4.

