

Jefferson Telecom  
SUMMER 2020

# intouch

## Have Fun But Stay Safe This Summer

Summer 2020 will be challenging due to the pandemic. You may not be able to take the vacations you were planning or participate in other group activities.

Jefferson Telecom encourages you to follow the precautions recommended by the CDC at [www.cdc.gov](http://www.cdc.gov). As you spend more time at home and depend heavily on the internet for communication and entertainment, let us know if you need a speed upgrade. We also have solutions if you're struggling with poor Wi-Fi.



### Contact

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**Office Closures**  
July 4, 2020  
September 7, 2020

**Jefferson**  
TELECOM  
Technology People Talk About

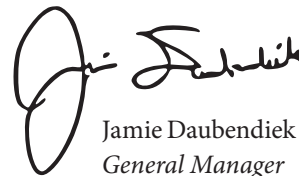


## What We're Doing to Help Keep Our Community Safe

Jefferson Telecom is closely monitoring the evolving COVID-19 pandemic and taking the precautions advised by government and health authorities. As an essential business, we never stopped serving customers, but we did modify our daily operations. Please review these current changes to how we serve our customers:

- **Our office has reopened to the public.** We're open and ready to serve our customers with precautionary safety measures in place. Our staff will wear face masks when interacting with the public or will work behind a protective shield. For your health and the health of our office staff, please wear a mask and maintain social distancing when you visit the office. We'll continue to provide curbside pickup, and we encourage you to use this convenient option. You can also call us at 515-386-4141 or email us at [info@jeffersontelecom.com](mailto:info@jeffersontelecom.com).
- **We offer no-contact bill payment options.** You can pay online at [ebill.jeffersontelecom.com](http://ebill.jeffersontelecom.com), sign up for automatic withdrawal from your bank account, call 515-386-4141 to pay by phone, mail a check to us, or place your payment in the slot of our exterior drop box.
- **Our techs will wear protective gear during service and installation appointments.** If a technician needs to enter your home or business, he will wear a mask and maintain a safe six-foot distance from you. If anyone in your home is ill or if there is a risk of exposure, the appointment will need to be rescheduled. Our technicians are able to troubleshoot and assist customers remotely in most circumstances. We'll continue to use this method first before a technician will be dispatched.
- **Free public Wi-Fi is available.** We realize how important internet access is during this challenging time. If you don't have internet service at home, you're welcome to use the hotspots listed at [www.jeffersontelecom.com/wifi](http://www.jeffersontelecom.com/wifi) from your parked car.
- **Consider a speed upgrade to accommodate the increased internet demands of working from home, streaming, and more.** Did you know we have Internet speeds up to 250 Mbps? Happy customers have increased their speed for as little as \$10 more per month. Plus, we don't have data caps, so use the Internet as much as you want and never pay more. Struggling with poor Wi-Fi at your house? Consider an eero for whole home Wi-Fi coverage. See page 4 for our first month free offer.

Please stay safe out there, and check [www.jeffersontelecom.com/covid](http://www.jeffersontelecom.com/covid) and our Facebook page for updates. We're in it together.

  
Jamie Daubendiek  
General Manager

## Beware of Scammers Exploiting COVID-19

Scammers use every opportunity to try and trick you out of money or personal information, and the COVID-19 pandemic is a case in point.

**The U.S. Attorney General issued a warning about these coronavirus scams:**

- Individuals and businesses are advertising and selling fake cures and vaccines for COVID-19 online and engaging in other forms of fraud.
- Phishing emails are being sent from entities posing as the World Health Organization or the Centers for Disease Control and Prevention.
- Malicious websites and apps appear to share coronavirus-related information in order to gain access to your devices and lock them until payment is received.
- Scammers are seeking donations fraudulently for illegitimate or non-existent charitable organizations.

Jefferson Telecom urges you to watch out for these types of scams, and rely only on reputable sources for the products and information you need.

**Win a \$20 Credit on Your Jefferson Telecom Bill**

**\$20**

Fill out this form and return it with your next bill, or email us at [info@jefferson-telecom.com](mailto:info@jefferson-telecom.com), for a chance to win a \$20 credit to your account. Respond by July 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," Mike Compton.**

## Virtual Tours Allow You to Travel Without Leaving Home

Just because you have to spend more time at home doesn't mean you can't explore some amazing tourist destinations. Many entities, from museums to beaches, have taken it upon themselves to offer free virtual tours.

**Check out these possibilities, then look around online to find even more:**

**Museums** – Google Arts and Culture partnered with museums and galleries around the world to offer virtual tours of their spaces. Some of the options include New York's Museum of Modern Art and Amsterdam's Van Gogh Museum ([artsandculture.google.com/partner?hl=en](https://artsandculture.google.com/partner?hl=en)).

**National Parks** – You can surround yourself with nature's wonders while staying in your home – no hiking boots required. Take a virtual tour of Yellowstone National Park ([www.nps.gov/yell/learn/photosmultimedia/virtualtours.htm](http://www.nps.gov/yell/learn/photosmultimedia/virtualtours.htm)) and Yosemite National Park ([www.virtualyosemite.org](http://www.virtualyosemite.org)).

**Hawaiian Islands** – You'll practically feel the sand in your toes when you virtually explore Hawaii. You'll see surf boards being made, people enjoying the waves, and much more ([www.youtube.com/watch?v=XnhZq\\_SF0ec](https://www.youtube.com/watch?v=XnhZq_SF0ec)).

**New York City** – This is the next best thing to being there in person. Check out the hotspots of New York City including the Statue of Liberty, Ellis Island, and Madison Square Garden ([www.youvisit.com/tour/nyc?pl](http://www.youvisit.com/tour/nyc?pl)).

**Mars** – In the virtual world, you don't need to limit your travels to planet Earth. NASA partnered with Google to offer a tour of the surface of Mars recorded by NASA's Curiosity rover ([accessmars.withgoogle.com](https://accessmars.withgoogle.com)).

**Zoos and Aquariums** – Animal lovers rejoice! You can enjoy live webcam viewings from the San Diego Zoo ([zoo.sandiegozoo.org/live-cams](http://zoo.sandiegozoo.org/live-cams)), the Georgia Aquarium ([www.georgiaaquarium.org/webcam/beluga-whale-webcam](http://www.georgiaaquarium.org/webcam/beluga-whale-webcam)), and the Monterey Bay Aquarium ([www.montereybayaquarium.org/animals/live-cams](http://www.montereybayaquarium.org/animals/live-cams)).

**Jefferson Telecom can help you take advantage of the Internet's virtually unlimited resources with our fast and reliable internet service. Call 515-386-4141 to learn about available speeds and pricing.**



# While Social Distancing, Enjoy Distant Socializing

Social distancing—limiting physical contact with other people—is a vital tool to help slow the spread of COVID-19. However, it's also important we find ways to stay connected to friends and family despite the current limitations.

You may have heard the term “distant socializing” to refer to this new category of interactions. Here are strategies for staying close to others while remaining physically distant.

## Try tailgating without the game.

This idea is easy to implement and sure to boost your spirits. Arrange for a few friends to meet you in a parking lot and space your vehicles at least 6 feet apart. Then open up the hatches, sit on the blankets and pillow you brought from home, and have a pandemic-safe party.

## Schedule virtual social events.

It's time to get creative. Check out Netflix Party and watch TV shows or movies with friends. Or host a virtual cocktail party or dinner party on Zoom.

## Find a more peaceful place on Facebook.

Has your Facebook news feed become too stressful or depressing due to the prevalence of posts related to COVID-19? This might be the time to seek out a more supportive place on social media such as a Facebook Group dedicated to only positive and uplifting posts.

## Have fun with multiplayer games.

We're not necessarily talking about battle games like League of Legends or Fortnite (although they're played by millions of people daily). There are plenty of tamer multiplayer games to add socialization to your isolation. Try the Scrabble-ish Words with Friends or one of the many chess apps.

## Join an online book club.

With time at home, now's your chance to catch up on reading. Your established in-person book club could easily switch to online meetings. Or check with your local library or bookstore to ask about online book clubs they sponsor.

## Go old school and write a letter.

This form of communication will be particularly appreciated by the elderly people in your life, for whom letters have always been treasured. If you can include a picture drawn by a grandchild, all the better!



## Voice Calls Make a Comeback During Pandemic

There's value in the sound of someone's voice, as more people are realizing while social distancing during the COVID-19 pandemic. This is why after years of decline in voice calls — largely replaced by texting and messaging — voice call volume is up significantly.

For example, AT&T said the number of cellular calls had risen 35% since the pandemic began and that Wi-Fi-based calls had nearly doubled from averages in normal times.<sup>1</sup>

For many people, text messages' brief content was perfectly fine while running around town on busy days. But during the slower pace of today's isolation, they crave the comfort of a familiar voice and the deeper connection of a leisurely conversation.

Written communication has its place, of course. But we encourage you to take this opportunity to rediscover the power of a voice call. Friends and family members who only wanted to text before may be thrilled to get a call from you now.

Visit [www.jeffersontelecom.com](http://www.jeffersontelecom.com) to learn about the phone services we offer.

<sup>1</sup><https://economictimes.indiatimes.com/magazines/panache/hello-in-the-middle-of-the-pandemic-the-humble-phone-call-is-making-a-comeback/articleshow/75066319.cms?from=mdr>



## New Listings

Blanchard, William	386-2272
Kernen, Daniel	386-2249
McGregor, Bridget	386-3732
Reed, Kelsy	386-2187
Wright, Marileen	386-2808

## TECH TIP: How to Access High-Definition Channels

Have you already upgraded to Jefferson Telecom's new TV system? That's great, and we hope you're enjoying its many features and benefits.

You may not realize that this TV system gives you access to more than 95 high-definition channels, which provide a noticeable improvement in picture quality and clarity. All you have to do to watch these high-definition channels is to add 400 to the channel number. For example, if you're watching an NBC program on channel 13, you're watching it in standard definition. If you switch the channel to 413, you'll be watching it in high definition. Give it a try! You'll love what you see.

For the current Jefferson Telecom channel lineup, visit [www.jeffersontelecom.com/tv/](http://www.jeffersontelecom.com/tv/) and click on "Channel Lineup & Package Options." You might want to print a copy to keep handy by your TV.



## MISSING WI-FI COVERAGE IN SOME ROOMS OF YOUR HOME?

### OUR MANAGED WI-FI HAS YOU TOTALLY COVERED

If your home has rooms where you experience a poor Wi-Fi connection or no connection at all, the problem isn't with your internet service — it's with your Wi-Fi network. Managed Wi-Fi featuring the eero addresses these challenges and provides reliable Wi-Fi coverage throughout your home (and even in your garage and yard) starting at \$9.95/month.

**CALL 515-386-4141. OPTION #4 TO GET YOUR FIRST MONTH FREE\***  
MENTION PROMO CODE HAPPYWIFI

\*Offer expires July 31, 2020. Contact us for complete details.

## Fan Mail About Managed Wi-Fi

Here's what some of our new Managed Wi-Fi customers have had to say about the service and the eero system:

*"Thought I needed faster speed, turns out I just needed a better router!" — Hannah S.*

*"Love the reliability! Also, it is very nice to be able to monitor and control devices!" — Pete & Yvette B.*

*"Very pleased with the eero. It couldn't be simpler to set up and manage via a mobile app. I should have upgraded long ago." — Ryan S.*

*"The eero has made it easy for me to work from home during the pandemic." — Casey J.*

*"Gave me better coverage for my apartment and helped me achieve faster speeds. I can also hook it up to my Alexa and control access to it that way." — Troy W.*

