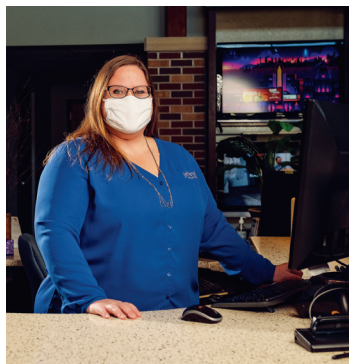


Jefferson Telecom
WINTER 2021

intouch



Thanks to Our Employees for Their Extra Efforts

Jefferson Telecom is fortunate to have such talented and resourceful employees, who successfully navigated through the challenges of 2020 — while following safety precautions. We admire their dedication and thank them for continuing to deliver excellent customer service despite these hurdles.

Whatever 2021 brings, we know our employees will keep making us proud!

Contact

Jefferson Telecom
105 West Harrison Street/PO Box 269
Jefferson, IA 50129
Phone: 515-386-4141
Hours: Mon 9:00 am to 5:00 pm;
Tues-Fri 8:00 am to 5:00 pm
Thursday EXTENDED HOURS until
7:00 pm

Email Jefferson Telecom

info@jeffersontelecom.com

Visit Us Online

www.jeffersontelecom.com

COVID-19 Updates

www.jeffersontelecom.com/covid

Jefferson
TELECOM
Technology People Talk About



JEFFERSON TELECOM WISHES YOU A HAPPY NEW YEAR

If your family received new internet-connected devices as holiday gifts — such as tablets, laptops, smartphones, streaming equipment, smart home solutions, video doorbells, and home security systems — you may need a new internet plan as well.

Upgrading to faster internet will enable you to use many devices simultaneously without experiencing slowdowns and buffering. We offer a range of plans with speeds up to a Gigabit (940 Mbps).*

**CALL 515-386-4141,
OPTION #4
TO START THE NEW YEAR WITH NEW INTERNET**

*Speed is upgraded from our office, so no need for a technician to come to your home. Contact us for details.

4 Good Reasons to Switch to eBilling

Are you still paying your Jefferson Telecom bill by writing a check and mailing it to us? If so, switch to eBilling and enjoy these benefits:

You'll enjoy benefits including:

- 1. More Security** – Paper bills leave you vulnerable to sensitive information being stolen from the mailbox or garbage can and used for identity theft. With eBilling, you communicate securely with Jefferson Telecom via a password-protected online portal.
- 2. Saves You Money** – You won't have to buy as many stamps or checks.
- 3. Faster Than Traditional Bill Paying** – With eBilling, you can pay online in seconds or have your bill paid automatically with Automatic Payment.
- 4. Better for the Environment** – Mother Earth loves eBilling! It reduces paper use and saves trees.

To sign up for eBilling, visit www.jeffersontelecom.com and click on "eBill login." Have a copy of your most recent Jefferson Telecom bill handy. If you have any questions, call 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 email info@jeffersontelecom.com for a chance to win a \$20 credit to your account. Return it by January 20, 2021 to be eligible. One winner per newsletter will be selected.

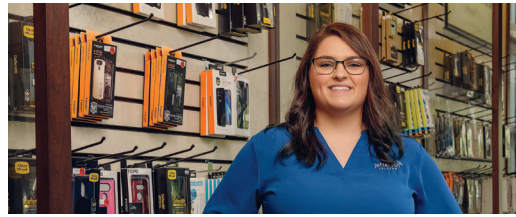
Name: _____

Phone #: _____

Email: _____

☐ Yes, please use my email for communication purposes.

Congratulations to our last "Winner of a \$20 Credit," Dolores Mull of Jefferson.



EMPLOYEE SPOTLIGHT:

Kimberly West Cellular Specialist

A lifelong resident of Greene County, Kimberly West joined Jefferson Telecom as a Cellular Specialist after working in the medical field. According to Kimberly, her focus has moved from patient satisfaction to customer satisfaction, but many of the skills are the same.

As Cellular Specialist, Kimberly helps customers find the right phone and plan for their needs as well as troubleshoots cellular problems. "Every day is completely different, and I never know what I'll run into next. I particularly like the challenge of a difficult troubleshooting opportunity with a cellular phone. I'm persistent and determined to figure something out for every problem that comes my way," said Kimberly.

What type of phone does Kimberly now use? She replied, "I'm an iPhone girl. I prefer Apple simply because I can trust that my information will stay safe. Apple is super strict with security." Kimberly went on to share this cellular tip: "NEVER set up a passcode on a phone that isn't yours. You may think you're being kind to help a relative or friend make their phone more secure. But often, this situation leads to us having to wipe data from the phone because the person cannot remember the PIN someone else put in."

When not working, Kimberly enjoys spending time with her 19-month-old daughter Guinevere, who loves to play outside and help her cook in the kitchen.



Why Choose Jefferson Telecom to Fix Your Phone?

When something goes wrong with your phone, you want it repaired quickly and correctly. That's why it makes sense to bring it to Jefferson Telecom and enjoy these benefits:

- You'll be helped by Cellular Specialist Daniel Rohner—a local professional who's well trained and experienced.
- Jefferson Telecom stands behind our parts and labor. Daniel will work hard to go above and beyond to make sure you're happy.
- Jefferson Telecom has partnered with U.S. Cellular for over 25 years as a local sub agent. If your phone can't be repaired, replace it by browsing our large selection of the latest smartphones and accessories. No need to go to a different phone retailer!
- Our employees don't work off commission. Instead, they focus on meeting your needs. Customer satisfaction is our #1 priority!

Jefferson Telecom specializes in repairs for iPhone devices including battery and screen replacement. For more details, visit www.jeffersontelecom.com/repair or call 515-386-4141, option #1.

The Internet and Wi-Fi are Two Different Things

Many people use the terms internet and Wi-Fi interchangeably, but although they're related, they're not the same. To help clear things up, here are descriptions of both terms:

The Internet Is a Highway

The internet has been called the Information Superhighway and with good reason. Just like a road that connects two cities and moves people and goods, the internet is a digital maze of routes that connects thousands of computer networks so they can exchange bits of information. Using an agreed-upon language called the Internet Protocol, these interconnected devices use the internet's digital "roads" to exchange data that is then translated into human-consumable form at the other end.

To connect to your Internet Service Provider's (ISP) network from your home, you're given access to a physical fiber optic line connected to our Optical Network Terminal (ONT). There are two ways to connect a computer to your ONT. The first method involves physically plugging the computer into the port on the bottom of the ONT using an Ethernet cable. The second method, which is much more common today, uses a wireless connection made possible by a device called a Wi-Fi router. Jefferson Telecom Wi-Fi Management customers use an eero for their wireless connections in place of a router.

Wi-Fi is an Access Ramp

Wi-Fi refers to a wireless network that allows computers, smart-phones, or other devices within a particular area to connect to the internet (and each other) without being physically connected by a cable.

The eero or Wi-Fi router is physically plugged into the ONT with a cable. It uses radio technology to broadcast a unique name (also known as a service set identifier, or SSID), which you or your Jefferson Telecom technician defines when the device is first set up.

Because information is transferred using wireless transmitters and radio signals, physical proximity to the Wi-Fi router is necessary for a good connection. But once connected, people can move around freely with their devices without losing their connection to the internet.

To sum things up, Wi-Fi is what transports the internet service to your device but Wi-Fi is not internet service. That's why you can have strong Wi-Fi signals but still experience slow speeds.

Jefferson Telecom is here to help with a range of internet speeds and whole home Wi-Fi service. To learn more, call 515-386-4141 or visit www.jeffersontelecom.com/residential.

You're Living in a Smart Rural Community

The City of Jefferson has been named a Smart Rural Community by the NTCA – The Rural Broadband Association. As a Smart Rural Communities Provider, Jefferson Telecom is recognized for bringing broadband-enabled advances to rural America.

The Smart Rural Communities program promotes collaborative work among rural broadband providers and local leaders to develop broadband-enabled solutions for education, economic development, healthcare, and more.

Jefferson Telecom is ready to help you share our Smart Rural Community designation. Here are some ideas:

- Update your website with the Smart Rural Community designation and add information regarding Jefferson Telecom's 100% fiber-optic network. Email info@jeffersontelecom.com for access to the logo.
- Take your story to social media and showcase how Jefferson's Smart Rural Community designation makes a difference in your life. Use the hashtags #smartruralcommunity and #ruraliscool.

- Share our broadband story with others. This could include alumni of Greene County High School encouraging friends to move back to Greene County, realtors promoting the technology available in Jefferson to home-buyers, health care providers using the options for telehealth, and small businesses increasing sales and efficiency.

Contact us for more ideas on how to take advantage of the transformative power of rural broadband networks.





Have Fun With These TV Features

All Jefferson Telecom customers have been upgraded to the new TV system with a whole host of added features and functionality. Did you know that you have access to the following features?

- 1 **Whole Home Cloud DVR (Digital Video Recorder)** – This allows you to watch recorded shows on any connected TV in your home. All of your recordings are saved in the cloud so you can start a show in one room and pick up where you left off in another. If you're at your storage limit, call us to upgrade to a package with added storage.
- 2 **Caller ID on Your TV** – If you're a Jefferson Telecom telephone customer with Caller ID, you now have access to Caller ID on your TV. If you're watching your favorite show when the phone rings in another room, you will see the caller's name (if available) and phone number on your TV screen. That way you can decide whether to take the call or screen it.
- 3 **Restart TV** – This feature gives you the ability to restart a program that's already in progress. If you're browsing channels and see a show you wanted to watch that's already begun, simply press the Guide button and then the green D button and watch from the beginning.
- 4 **Instant Weather** – Now you'll have weather information at your fingertips including the current weather conditions, 5-day forecast, and radar with animation.
- 5 **What's Hot App** – Nothing on TV tonight? Need some ideas of what others are watching? The What's Hot app from your remote gives you the most popular programs being watched in your viewing area at the time plus the most popular recorded programs and series.
- 6 **MyTVs App** – Call Jefferson Telecom to add this free feature to your account. Download the MyTVs app to your Apple or Android device to turn your device into a remote control. You can manage recordings, view and search the TV Guide remotely, and perform remote control functions.
- 7 **WatchTVEverywhere** – Watch your TV networks on your mobile devices and/or laptop for FREE with your qualifying Jefferson Telecom TV package. Register at www.watchteverywhere.com. It's quick and easy; just have your Jefferson Telecom TV account number and account name handy from your bill.

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.

New Listings

Allen, Diane 386-2477
Ball, Jake 386-2493
Daniel, Nick 386-2833
Dideriksen, David Mark 386-2223
Finley, Sherry 386-2267
Foster, Nick 386-3993
Ganoe, Brenda 386-2450
Geisler, Todd 386-2144

Gliem, Hannah 386-2501
Johnson, Russell 386-2365
Kennedy, Cindy 386-3236
Labar, Veronica 386-2379
Lemay, Ron & Ione 386-2396
Lloyd, Tonya 386-2371
Monthei, Wayne 386-2492
Mount, Dwight 386-2163

Rush-Tucker, Jennifer 386-2399
Sheer, Steve 386-2553
Silva, Denise 386-2446
Thomas Jefferson Gardens
of Greene County 386-2155
Wolf, David 386-2275