



Snuggle Up and Enjoy Fall

According to a recent BuzzFeed poll, fall was the favorite season of the most people. It received 45% of the votes, followed by summer at 24%.

We hope you make the most of everything fall offers, from the warm tones of changing leaves to the cool days of sweater weather. And should you notice that your current Internet speed is “falling” short of what you need, contact Jefferson Telecom about an upgrade.

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

Office Closures

November 25, 2021
December 24, 2021
December 31, 2021

Jefferson
TELECOM
Technology People Talk About

515 and 319 Area Codes Must Transition to 10-Digit Dialing

In July 2020, the Federal Communications Commission adopted an order approving the designation of 988 as the 3-digit dialing code to reach the National Suicide Prevention Lifeline. To facilitate implementation, area codes in 37 states where the 988 prefix is a working prefix and which now use 7-digit local dialing must switch to 10-digit local dialing. This includes our 515 and 319 area codes in Iowa.

Beginning October 24, 2021, Iowans with numbers in the 515 and 319 area codes must use 10-digit dialing for all local calls. As of that date, local calls dialed with only seven digits may not be completed, and a recording may indicate a call cannot be completed as dialed. If you get this recording, hang up and dial again using the full 10-digit number (area code + seven-digit telephone number). You don't need to dial a “1” before the area code for local calls.

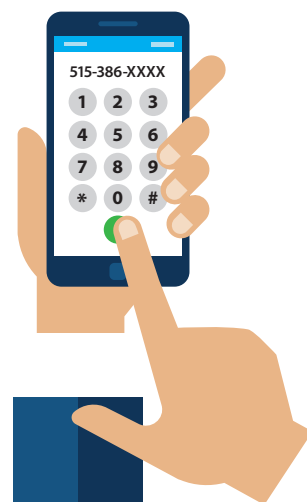
What will not change on October 24? Your telephone numbers, including your area code, will not change. All calls now considered a local call will remain a local call with no charges billed, even though the area code must be dialed. All long-distance calls will continue to require a 1+ area code + telephone number to complete the call and charges will apply. Three-digit dialing remains for 211 (essential community services), 411 (directory assistance), 511 (Iowa traveler information), 811 (Iowa One Call), and 911 (emergency services). The National Suicide Prevention Lifeline can still be reached at 1-800-273-TALK.

In addition to changing your dialing routine, any numbers pre-programmed as local calls must be reprogrammed with the 10-digit number. For example, medical alert devices and alarm/security systems must be programmed to use 10-digit dialing. Many systems operate on 10-digit dialing by default, but some older equipment may still use seven digits. Contact your medical alert or security provider if you're not sure whether your equipment needs to be reprogrammed. This must be done during the permissive dialing period from now to October 24, 2021, to avoid interruption of services.

Other examples of services that may need to be reprogrammed are fax machines, speed dialers, mobile phone contact lists, call-forwarding settings, and voicemail services.

Check your website, personal and business stationery, advertising materials, personal and business checks, personal or pet ID tags, and other such items to ensure your area code is included. The 2021-2022 Jefferson Telecom directory will include the 10-digit numbers for all residences and businesses.

If you have questions regarding the change to 10-digit dialing, call Jefferson Telecom at 515-386-4141, option #3 or visit www.jeffersontelecom.com/10digit.





FREE Technical Support Available

From time to time, you'll have questions or possibly an outage with your Jefferson Telecom Internet or TV service. For example, you may wonder what to do first if your Internet goes down, your TV freezes or gets on the wrong input, or your eero for Wi-Fi service has a red light on the base.

You'll get answers by calling Jefferson Telecom's FREE 24/7 technical support at 515-386-5500. Take a minute to program this number into your cell phone now, so you're prepared if the need arises. If we're not able to solve your issue or answer your question, a Jefferson Telecom technician will call you the next business day. A variety of questions and answers can also be found at www.jeffersontelecom.com/faqs.

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 October 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," Ruby Stevens of Jefferson.



What Does It Mean to Jefferson to Be a Smart Rural Community?

The Smart Rural Community program of NTCA-The Rural Broadband Association promotes rural broadband and its role in supporting innovative economic development, effective education, efficient energy distributions, state-of-the art health care, and other important initiatives.

As a Smart Rural Community, the city of Jefferson is leveraging the power of the fiber backbone built by Jefferson Telecom. In order to receive recognition as Smart Rural Community provider, Jefferson Telecom was required to affirm that we offer 25/3 Mbps broadband Internet to at least 50% of our service area. However, our speeds far surpass that stipulation. **Jefferson Telecom's service area is 100% fiber optics with speeds available up to a Gigabit Connection (940 Mbps).**

Jamie Daubendiek, Jefferson Telecom General Manager, said, "We believe the Smart Rural Community designation will continue to catapult the city of Jefferson as a technology leader. Many providers in large metropolitan cities aren't able to offer speeds this fast since, unlike Jefferson Telecom, they haven't invested in fiber optic networks. We're eager for the growth opportunities made possible by being a Smart Rural Community and look forward to good things ahead for Jefferson."

Because of Jefferson Telecom's investment in time and money to build this fiber network, our customers are able to enjoy benefits in addition to ultra-fast Internet speeds. They include:

- Higher reliability with less downtime than other networks
- Ability to easily handle many users and devices with no slowdowns
- More efficient access to cloud-based applications and data storage
- Minimal latency for better quality video calls
- Support for robust HD video conferencing
- Future-proof infrastructure to meet changing needs



For help choosing the right Internet speed for your home, call Jefferson Telecom at 515-386-4141, option #3. We'll talk with you about your online requirements and provide details about our range of Internet plans up to a Gigabit Connection (940 Mbps).



Looking for the Internet Plan That's Just Right for You?

Like Goldilocks in the fairy tale—who tried to find the bowl of porridge, chair, and bed that were just right for her—you may be looking for the Internet plan with speeds that are just right for your household.

You don't want a plan that's too slow, which can cause frustrations such as buffering while streaming. And you don't want one that's too fast, since there's no point in spending more per month than necessary.

To figure out which Internet plan will work best for you, start by reviewing these general industry guidelines:

- For only basic Internet usage, such as checking email and web browsing, a speed of 50 Mbps may be sufficient.
- Internet speeds in the 100–250 Mbps range are ideal for most households since they can handle common uses like streaming and video chat for 2-5 users at once.
- Households may require Internet speeds in the 500 Mbps- 1 Gig (940 Mbps) range if the family is large and/or includes people who regularly work from home or are into competitive online gaming.

Your “Goldilocks” Internet plan will be the one that provides everyone in your household with a good online experience while staying within your budget. Ask yourself these questions to help determine your specific needs:

- How many devices in your home are typically connected to the Internet and in use simultaneously?
- How often are family members watching movies and series on streaming services? Is buffering a problem?

- Are there gamers in your household that have issues with reaction time and lags?
- Does anyone in your household regularly send large files for work or participate in video conferences?
- Do you hear complaints about your current Internet plan from family members? Do speeds slow down when you also have guests using your network?



Once you've thought about these factors, call Jefferson Telecom at 515-386-4141, option #3. One of our staff can help you choose the Internet plan that's just right for you. Tell them Goldilocks sent you.



You'll Automatically Appreciate the Benefits of AutoPay

There are many household things we need to remember to do on a regular basis, from watering the houseplants to changing the furnace filter. Wouldn't it be nice to scratch one thing off that “to do” list? That's what happens with AutoPay from Jefferson Telecom.

Once you set up AutoPay, you can simply forget about it. Your Jefferson Telecom bill payment will be automatically debited from your bank account on the same day each month, without you having to do a thing. It's the easiest way to make sure your payment is made on time, every time—even when you're traveling or busy with other activities. In other words, AutoPay lets you forget about bill paying and remember to enjoy life.

For more information about AutoPay and to start enjoying its convenience, visit www.jeffersontelecom.com and complete the form at the bottom of the homepage. AutoPay setup is quick and easy.



Directory Showcases Rooftop Art

We'll be mailing the Jefferson Telecom 2021-2022 telephone directory to all landline customers this fall. The cover of this year's directory showcases rooftop art found on the Greene County Courthouse square. This one-of-a-kind art can be seen from the observation deck of the 14-story Mahanay Memorial Carillon Tower, 120 feet off the ground:

- The Tower View Team, a group of volunteers passionate about art in Jefferson, designed "Patches of Greene" in 2018. The piece includes four quilt squares symbolizing Greene County – railroad crossing, card trick, historic tile, and whirling windmill.
- Nicole Friess-Schilling designed and painted "The Wild Woman on the Roof" in 2016. Artist, Curt Nelson, painted "Music Straight from the Heart" in 2017.
- Ryan "ARCY" Christenson used over 300 cans of spray paint to create "The Old Man," depicting a 1940s Iowa farmer in 2021.
- Tony Sims created "Space Man," honoring Astronaut Loren Shriver in 2019.

Check the Mahanay Bell Tower Facebook page for current hours of operation to enjoy the beautiful rooftop art and take in the breathtaking views.

Let Jefferson Telecom Help Manage Screen Time and Maintain a Balance

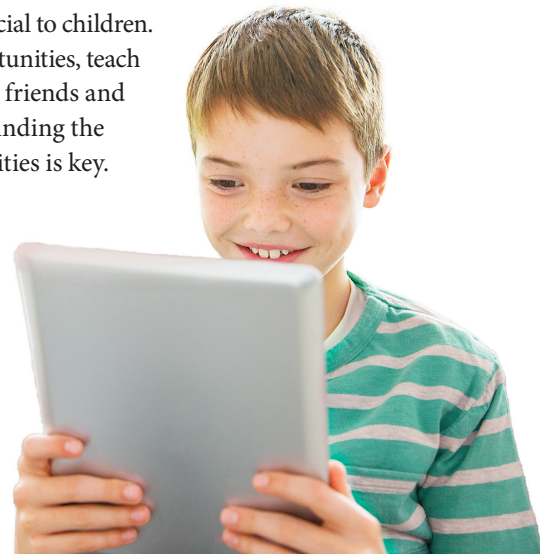
How much screen time is too much for children? And what's the best way to balance the benefits of screen time with the problems it can potentially cause? The answers will vary from family to family, and even day to day, based on careful consideration of several factors.

Beyond setting a defined limit of screen time hours allowed for each child depending on age, your family can take other steps to reduce screen time and its negative impacts:

- Turn off screens during family meals.
- Avoid using screens to stop temper tantrums.
- Prioritize quality content, like educational programs or a live camera at a local zoo.
- Shut off screens 30 to 60 minutes before bedtime to foster better sleep.
- Be a role model for your children by limiting your own screen time.
- Understand and use the parental controls available with your household's devices.
- Talk to your children about online threats and how to stay safe.

When managed well, screen time can also be beneficial to children. It can connect them to a range of educational opportunities, teach them new skills, enable them to stay in touch with friends and family, and provide much-needed ways to relax. Finding the right balance between screen time and other activities is key.

One tool to consider is an eero device for Wi-Fi Management from Jefferson Telecom. An eero has parental control features, which allow you to establish screen time limits and turn devices on and off. Call Jefferson Telecom at 515-386-4141, option #3 to find out if an eero makes sense for your household.



New Listings

Brown, Ryan	515-386-2299	Kinnan, Tom	515-386-2868
Brunow, Phil	515-386-2588	Lehman, Muriel	515-386-2465
Cashen, Margaret	515-386-2482	Lowmiller, J	515-386-3330
Harmon, Charles	515-386-3296	McKnight, Bob	515-386-2328
Hoffman, Jane	515-386-2538	Phelps, Ralph & Doris	515-386-2507
Johns, Althea	515-386-2509	Taylor, Larry	515-386-2561
Kelley, Jerry	515-386-2057	Williams, Michelle	515-386-2518
Kennedy, Josh	515-386-2485	Wilson, Ashley	515-386-2182