

Jefferson Telecom
WINTER 2022

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A Year Gives You 365 Opportunities

Happy New Year from all of us at Jefferson Telecom. We hope 2022 brings you 365 days of learning, growing, exploring, and connecting.

Should any of those days present challenges with communications technology, you're always welcome to contact us for information and advice.

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

The More Devices You Have, the More Speed You Need

Were there new devices such as a tablet or fitness tracker under your Christmas tree this holiday season? Are you beginning 2022 by installing new smart home devices to increase security and add convenience? If so, your household's total number of connected devices has grown, and you're not alone in that.

Deloitte, the multinational professional services company, released a 2021 survey that indicates the average U.S. household has 25 connected devices. This is more than double the 11 devices that the average household had in 2019.

Included in the survey were laptops, tablets, smartphones, video streaming devices and smart TVs, wireless headphones and earbuds, gaming consoles, smart home devices, fitness trackers, and connected exercise machines.

An increasing number of connected devices, used simultaneously by several family members on a regular basis, can easily max out your Internet service and make it seem as if it's running slow. That's a frustration you certainly don't need, especially during video conferences, online gaming, or during your favorite streaming show.

What's the solution? Upgrade to an Internet plan with greater bandwidth and faster speeds. Jefferson Telecom offers a variety of plans with download speeds of up to a Gigabit Connection (940 Mbps).

For help determining which Jefferson Telecom Internet plan is right for your household, call us today at 515-386-4141, option #3. You can also learn more at www.jeffersontelecom.com.





“Share” the Love on Social Media

Jefferson Telecom is on Facebook, Instagram, and YouTube. We encourage you to visit our pages and “Like” or “Follow” us to participate in our social community. You’ll be able to take advantage of our promotions and be the first to know what’s happening at Jefferson Telecom including:

- Current offers and discounts
- Company news
- New products and services
- Community activities
- Contests and giveaways

Your engagement on our sites is appreciated! Thank you for commenting and sharing our posts.

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, 2022 to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Email: _____

☐ Yes, please use my email for communication purposes.

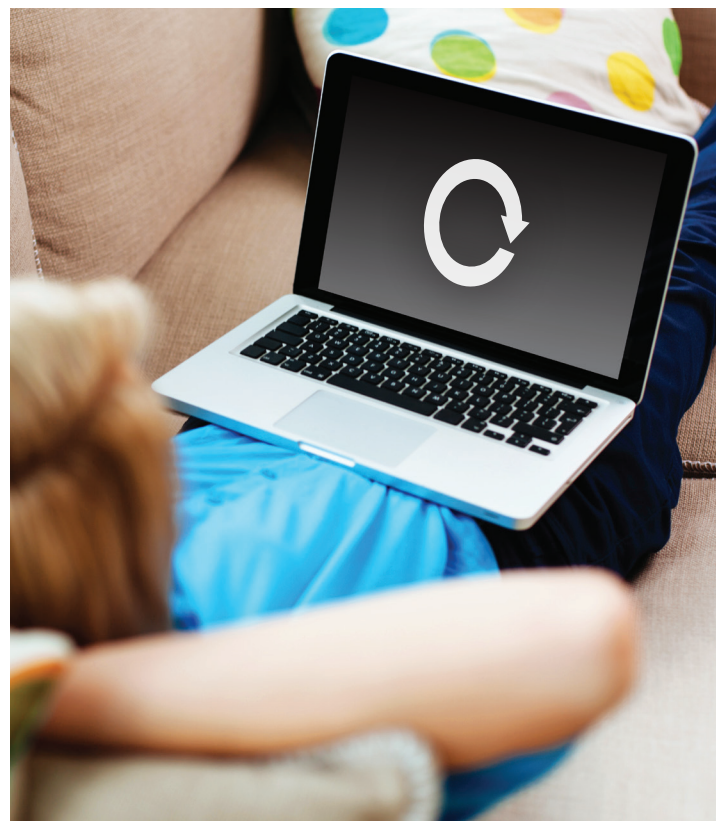
Congratulations to our last “Winner of a \$20 Credit,” Joan Wahl of Jefferson.

Why Buffering Occurs and How You Can Minimize It

When you’re excited about watching a movie or TV program via streaming, the last thing you want to see is the annoying rotating arrow or spinning circle that indicates buffering is taking place. Before we share tips on how to minimize buffering, let’s start with an explanation of why it happens.

Buffering refers to downloading a certain amount of data before starting to play the video. One common form of buffering occurs when your Internet connection is too slow to stream a video in real time. Your device will buffer the video data and start playback when there is enough to prevent video lag. If the streaming video reaches the point where it has to wait until more information is available, it will pause, and you’ll again see the loading screen. Once the video stream catches up, it plays again.

This process can take just a few seconds or might last several minutes. If the video is long, you might encounter several buffering sessions during your viewing time.



If you experience buffering often and are frustrated by it, you may want to upgrade your Internet speed. A slow connection will delay the delivery of audio and video information, in which case you will see the loading screen. A fast connection can stream movies and TV programs virtually without interruption and easily accommodate high-definition or 4K (Ultra HD) video. For an optimal streaming experience, we recommend an Internet speed of 100 Mbps or higher.

An additional consideration is how fast your router can send the video and other information to the connected devices in your home. An outdated router or insufficient Wi-Fi coverage that causes dead spots can increase buffering due to a poor Wi-Fi connection. Jefferson Telecom has the solution for you! Our Wi-Fi Management with an eero to replace your home router will provide strong Wi-Fi signals in every room of your house.

If you have questions related to buffering or need help selecting a faster Internet plan, call Jefferson Telecom at 515-386-4141, option #3 or stop by our office.



EMPLOYEE SPOTLIGHT

Alexa Anthony Cellular Specialist



Newly hired as a Cellular Specialist, Alexa Anthony described her role this way: “My job is to give exceptional service with a warm smile to every customer who walks in or calls us. Kindness is key and free, and it’s important to build a rapport with customers while offering them the necessary support.”

She added, “What first caught my eye about Jefferson Telecom when I was applying for this job was the immediate welcome you receive as you enter. The employees came across as a well-organized group that focuses on teamwork. Now that I’m part of the group, I know that’s true.”

Alexa is originally from Texas and moved to Iowa around the age of 12 to be closer to her large extended family. She said, “Family is my number one happy place. I was blessed to have my daughter Izabella eight years ago in Greene County and have never wanted to leave the area’s small town vibes. About six years ago, I was lucky enough to meet my lifelong best friend and boyfriend, Austin. Together with his two children, Makinzie and Garrison, we’re one big happy family.”

When not working at Jefferson Telecom, Alexa lends a hand at Spare Time Lanes and works on improving her scores. “Joining friends for a night of bowling is where it’s at. I also enjoy exploring my artsy side by doing arts and crafts with my daughter.”

With eBilling, You Can Pay It Your Way

We’re all looking for ways to make life a little easier, and one way Jefferson Telecom does that is by offering you free eBilling. With eBilling, you save time and money:

- No check writing or postage is necessary.
- View your current or past bills online anytime you want.
- Enjoy security protections via your account number and password.
- No need to worry about lost or stolen paper statements.

In addition to eBilling, we also offer other convenient payment options so you can “pay it your way.” Choose Automatic Payment to have your Jefferson Telecom bill amount automatically deducted from your chosen bank account each month—you don’t have to do a thing!

To sign up for eBilling or get details on any of our bill payment options, visit www.jeffersontelecom.com or call

515-386-4141, option #3. Plus, download the app found at the App store, “eBill Mobile”, type in your zip code, and choose Jefferson Telecom as your provider.



How to Safely Clean Your Smartphone

Before you begin, it’s a good idea to check with the manufacturer of your smartphone for specific cleaning guidance. However, Apple and a number of Android device manufacturers offer similar recommendations:

- Power down and unplug your smartphone before cleaning.
- Use a soft, lint-free microfiber cloth slightly dampened with a cleaning solution containing 70% isopropyl alcohol or non-abrasive soap and water.
- Don’t use straight rubbing alcohol. It can strip the oleophobic and hydrophobic coatings that keep oil and water from damaging your phone’s display and other ports.
- Don’t use window or countertop cleaning spray.
- Never spray cleaners directly onto your smartphone. It’s important to keep liquids and moisture away from any openings.

Stop into Jefferson Telecom and ask for a free microfiber cloth for cleaning, to commemorate our 30th year as a U.S. Cellular agent.

Take a Free Tour of the Telephony Museum

Get out of the cold and take a walk through the past at the Jefferson Telecom Telephony Museum. It was one of the first in the nation dedicated to the preservation of telephone history. You'll see telephones from every decade, collected by the Daubendiek family and other parties.

Admission is free, and the museum is open Monday through Friday from 9:00 am to 4:00 pm. Larger groups are asked to call 515-386-4141, option #3 to schedule a convenient tour time. A virtual tour is also available on the Jefferson Telecom YouTube channel.



New Listings

Blackburn, Bart	515-386-2341
Brewer, Jeremy W	515-386-2005
Heater, Mark	515-386-2197
Hegstrom, Timothy	515-386-2085
Heimer, Charles Franklin	515-386-2097
Laube, Cindy	515-386-2189
McDowell, Katelyn	515-386-2194
Miller, Michael & Joyce	515-386-2272
Robson, Warren	515-386-2473
Scafaro, Dean	515-386-2566
Scheuermann, J	515-386-2442
Schubert, Kory	515-386-2313



Greene County Student Financial Aid and Scholarship Resources

Next Gen Scholars is a partnership between Iowa Communications Alliance and DMACC. This program is available to students planning to pursue either the Network Technology - Telecommunications Certificate or the Network Technology - Telecom/Data Communications AAS Degree. The process begins with recruitment, followed by an application and approval process. After the candidates are approved, the tuition costs for each student are split between Iowa Communications Alliance, a sponsoring ICA member company (such as Jefferson Telecom), DMACC, and the student.

Last-Dollar Scholarship is a state-funded program of Future Ready Iowa. It's for Iowans who:

- Are recent high school graduates enrolling in an eligible program full-time OR recent high school graduates enrolling in an eligible program part-time and employed in an approved work-based learning program OR adult learners (20 and older) starting an eligible program at least part-time.
- Have applied for all other available aid.
- Plan to earn a credential for a high-demand job.

This program, as the name implies, is intended to cover any remaining gap between federal and state grants/scholarships and tuition and qualified fees. Credentials include postsecondary certificates, diplomas, and associate degrees.

Aureon Scholarship Program is available to students pursuing a STEM-related course of study after high school graduation and residing in a home with service from an Iowa Independent Telecommunications Company (such as Jefferson Telecom). The program will award a total of \$10,000. Individual scholarships will range from \$1,000 to \$3,000. The application deadline is midnight March 1, 2022. Contact Giving@Aureon.com if you have questions.