



Devices Multiplying Like Rabbits?

Happy Easter from Jefferson Telecom and welcome to the spring season! If you have more Internet-connected devices around your house than you did last year at this time, you may need to upgrade your connection to keep up with demand. So, hop to it and call us at 515-386-4141, option #3. We'll make sure you get the speed you need.



Contact

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Tues-Fri: 8:00 am to 5:00 pm
Thursday EXTENDED HOURS until 7:00 pm

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Office Closure
May 30, 2022

If You're Having These Issues, Upgrade Your Internet Speed

Sometimes your home's Wi-Fi equipment could be the root of frustrating issues with your Internet connection, such as an outdated router or a router placed in the wrong location. But after you've ruled out Wi-Fi as the culprit, look for these signs that it's time to upgrade to a faster Internet plan:

- **You periodically need to disconnect some of your devices from Wi-Fi.** If the only way you can get the speeds you need for your Internet activities is to disconnect some devices from your Wi-Fi network, that's a sign you need higher bandwidth. The same goes if your connection suffers when you have several guests using your Wi-Fi.
- **You experience delays with high-bandwidth Internet activity.** If delays occur whenever someone in the family is engaged in higher-bandwidth activities — including live-streaming in 4K or HD or live gaming — you'll want to upgrade your Internet plan to one that offers faster download and upload speeds.
- **You have issues while on video chats.** If you're experiencing delays and buffering while using apps like Zoom, Skype, and FaceTime, it may mean the upload speed of your current Internet plan is too slow.
- **Your Internet connection is slow throughout your home.** If you're unhappy with the speed of your connection no matter which room you're in, that means you need a speed upgrade.



The main consideration for determining whether you need a faster Internet plan has to do with consistency. If speeds are consistently slow regardless of where you are in your home, or problems occur whenever lots of devices are in use simultaneously and higher-bandwidth activities are underway, then a faster Internet plan is in order.

Jefferson Telecom offers Internet plans with download speeds up to a Gigabit Connection (940 Mbps) and upload speeds up to 100 Mbps. Call 515-386-4141, option #3 to get help selecting the right plan for your household.

Jefferson Telecom Partners with Ram Fanatic's Internship Program

Ram Fanatic is a student-led organization begun in fall 2020 to promote Greene County Ram activities. In spring 2021, the organization expanded its scope to include partnering Ram Fanatic students with local businesses through an internship program—an idea generated by the Greene County Development Corporation and Retail Revitalization Group.

To date, nine students have interned with 10 different businesses and also partnered with community events including the Winter Festival and the Bike Ride Around Greene County. Jefferson Telecom is honored to be among the participating businesses.

Jefferson Telecom worked with Katrina Heupel, a junior at Greene County High School (GCHS). Katrina got real-world experience by developing social media ads to promote a variety of helpful apps. She also introduced Jefferson Telecom to TikTok and most recently completed a short educational video on setting up Wi-Fi calling on a cell phone.

“Katrina was a joy to work with, and we strongly encourage additional businesses in Jefferson to consider a Ram Fanatic intern to help with social media needs,” said Jody Schulte, Jefferson Telecom Marketing Manager.

Students have the opportunity to intern after completing at least one trimester of Ram Fanatic, where they learn social media skills through promoting school activities. Their internships consist of two hours per week at the businesses, and they're paid a nominal per-hour wage. The students learn valuable skills in the areas of communication and time management, and they assume responsibility for creating content for — and managing the posting of — social media. Three students have received part-time job offers directly because of their Ram Fanatic internships.

Kelley Gray, Ram Fanatic Facilitator and GCHS Language Arts Teacher, said, “One of the best parts of this class and program for me is how excited kids are about it. They take great pride in producing quality work and put in a lot of outside time documenting Ram activities. It's fun for me to log in to social media and see that Ram Fanatic has posted about events, and I don't even know who exactly has taken the initiative to post! It's been wonderful to see the kids shine and help give them real-world experiences.”



Katrina Heupel, from the Ram Fanatic class, worked with Jefferson Telecom this semester.

DON'T SETTLE
FOR A CELLULAR HOTSPOT

Our 100% buried fiber is 100% better

If you're using a cellular hotspot as your Internet service, you know how frustrating it can be. You run out of data. Or your carrier slows down your connection when you go over a certain threshold. Or you're stuck paying overage fees.

There's a much better option. Switch to fiber Internet from Jefferson Telecom and get unlimited data for all your users and devices.

CALL 515-386-4141, OPTION #3
TO GET FIBER INTERNET

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 April 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," Patricia Todd of Jefferson.



EMPLOYEE SPOTLIGHT

Daniel Rohner Communications Technician



After four years as Cellular Specialist with Jefferson Telecom, Daniel Rohner is making the transition to Communications Technician. Daniel will continue to assist our customers, but instead of helping them select phones and plans in the showroom, he'll be going into their homes to diagnose problems and repair IPTV and broadband services.

“My favorite part of working cellular these past several years was the hands-on troubleshooting. When I found out what a technician did at Jefferson Telecom, I made it a personal goal to make strides in that direction by taking on added responsibilities,” Daniel said.

In preparation for becoming a Communications Technician, Daniel has been enrolled at Northwood Technical College in their online Broadband Services program for six months.

He noted, “I’ve completed the first of two levels. Level one includes four classes and is a broad introduction to telecommunications — different cables, systems, equipment used, and connectors and how they all come together to supply the customer with service. Level two dives deeper, explaining how it works and the different calculations involved. I’m fortunate to have the perfect blend of schooling and on-the-job training. By getting hands-on field training with Jefferson Telecom’s experienced techs and then

going home and reading an in-depth chapter, I’ve been better able to retain the information.”

What does Daniel like best about his new role at Jefferson Telecom? He replied, “Every problem or concern is a puzzle. I’m taking the information given and trying to isolate the primary issue to determine a solution. Working in the customer’s home adds a new element to troubleshooting and requires different tools for diagnosis and repair. I also find it rewarding to educate the customer in their home on how to use their equipment and services. I look forward to witnessing how telecommunications will evolve in the years ahead and how our company will adapt.”

Some things won’t be changing, however. Even though Daniel no longer works in the cellular showroom, he’ll continue to do iPhone repairs on models 12 and below. Please welcome Daniel to his new role.

Common Misconceptions About Paperless Billing

Are you still hesitant to switch from paper bills to paperless billing? We’d like to set the record straight on these common misconceptions to help ease your concerns.

Misconception 1: Paperless billing isn’t secure.

The reality is that paperless billing has many safeguards in place, making it more secure than having statements and payments in a mailbox where they could fall into the wrong hands.

Misconception 2: I need paper bills to remind me to pay.

On the contrary, it’s more convenient to receive email reminders when your bill is due. That way, you’ll be notified even if you’re away from home and not receiving mail.

Misconception 3: I won’t have billing statements for my records.

Paperless billing allows you to access your current and past bills online, so you’ll always have the records you need at your fingertips.

Misconception 4: Enrolling in paperless billing is too complicated.

Nothing could be further from the truth. It takes just a few minutes to sign up for paperless billing. Simply grab your most recent paper bill to access your account number and amount due and an account can be created.

Visit www.ebill.jeffersontelecom.com to sign up for paperless billing. If you’d like help with the process, call 515-386-4141, option #3.



Ring in Your Summer with the Bell Tower Festival

The Bell Tower Festival is the one that towers over all the others. It's happening June 9, 10, and 11, 2022, so mark your calendars now. This year is our Sesquicentennial, which means we're celebrating Jefferson's 150th birthday!

For more details including the schedule of events, visit belltowerfestival.com.

New Listings

Ball, Jake	515-386-2068
Batton, Kathryn	515-386-3337
Fairview	
Veterinary Clinic	515-386-2211
Gibson, Alice	515-386-3929
Hadley, Nora	515-386-2143
Tasler, Nicole	515-386-2477
Ure, Joseph	515-386-2149

Oops!

We apologize as the following listings were inadvertently left out of the 2021-2022 Jefferson Telecom Directory:

Ellsworth, Cheryl	515-386-8339
Gerken,	
John & Nancy	515-386-4247
Schwarzkopf,	
Robert	515-386-3540
Wiley, Faye	515-386-8586

Affordable Connectivity Program Helps Eligible Households Pay for Broadband Service

The FCC's new Affordable Connectivity Program (ACP) helps households afford the broadband needed for work, school, healthcare, and more. **The ACP provides a discount of up to \$30 per month toward Internet service for eligible households.**

Households can qualify for the ACP by showing that at least one member of their household meets one of the following criteria:

- Participates in the FCC's Lifeline Program
- Has household income at or below 200% of federal poverty limit (level adjusted from EBB)
- Participates in a Lifeline-qualifying government program
- Received a Federal Pell Grant in the current award year
- Participates in free & reduced-price school lunch program or school breakfast program
- Participates in the Special Supplemental Nutritional Program for Women, Infants and Children (WIC)
- Qualifies for a participating provider's existing low-income program, subject to FCC approval of that provider's eligibility process
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans and Survivors Pension Benefit
- Tribal Programs for Residents for Qualifying Tribal Lands

For complete details, visit www.jeffersontelecom.com/acp. You can also call Jefferson Telecom at 515-386-4141, option #3 with questions.

