

**Jefferson Telecom**  
SUMMER 2022

# intouch



## Have Fun on Your Summer Vacation or Staycation

However you plan to escape your everyday routine—whether by exploring somewhere faraway or being a tourist here in Greene County—Jefferson Telecom hopes your summer adventures create wonderful memories. To check out what's happening around Jefferson, visit this cool new website: [www.experiencejeffersoniowa.com](http://www.experiencejeffersoniowa.com).

Let's make it a sunny summer!

### 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](mailto:info@jeffersontelecom.com)

### Visit Us Online

[www.jeffersontelecom.com](http://www.jeffersontelecom.com)

### Office Closures

July 4, 2022  
September 5, 2022

**Jefferson**  
TELECOM  
Technology People Talk About



By extending your home's Wi-Fi network to the outdoors, you can enjoy your devices while you soak up some rays or entertain on the patio. You'll also have the Internet connection you need for outdoor smart home gadgets.

Simply sign up for Wi-Fi Management, and we'll install a high-performance eero™ router for the strongest Wi-Fi signals under the sun.\*

**MAKE A SPLASH AND  
CALL 515-386-4141, OPTION #3**

\*Certain restrictions apply. Call us for details.

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## Get Help from a Neighbor Nearby

When you need to get an account question answered or a technology problem solved, nothing beats working with a local company. We hope you enjoy the neighborly customer service you receive from Jefferson Telecom as much as we enjoy providing it to you. Our entire team—whether working in the office or out in the field—is committed to bringing you the best possible communications solutions and making your customer experience a positive one.



Karla Kori  
Office Manager

With Jefferson Telecom, you can stop by for in-person assistance or call to talk to one of our local employees. Unlike national companies, you won't have to call an 800 number and try to get help from a revolving door of people from across the country or on the other side of the world.

For our office hours and technical support details, visit [www.jeffersontelecom.com/contact](http://www.jeffersontelecom.com/contact).

### 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](mailto:info@jeffersontelecom.com) for a chance to win a \$20 credit to your account. Return it by July 20, 2022 to be eligible. One winner per newsletter will be selected.

Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Cell Phone #: \_\_\_\_\_

☐ Yes, please use my email for communication purposes.

**Congratulations to our last "Winner of a \$20 Credit," Cheyanne Exline of Jefferson.**

## Let Others Know What You Like About Jefferson Telecom

REVIEW US ON



Think about the last time you purchased an item online. Did you research the item by looking at multiple sites and reading reviews before making a decision? If so, you're not alone. Most people do the same.

Customer reviews are integral to the shopping process and similar to getting referrals from friends. That's why your feedback matters. Reviews on social media are a powerful tool that can help Jefferson Telecom and other businesses in our community continue to grow and thrive.

### Here's what reviews do:

- **Help others find a local business online.** When people search for a business, one of the first things they'll likely see is what others have to say about it. Google takes review ratings from multiple sites into consideration when determining the order of businesses it returns in local searches. In fact, according to LocalSEO Guide, online reviews and specific keywords influence local search engine visibility more than any other factor.
- **Help to give a business credibility.** People who leave reviews have nothing to gain or lose. They had an experience, good or bad, and want to share it. And guess what? People are going to listen. Studies show that close to 90% of consumers trust online reviews as much as personal recommendations.
- **Impact purchasing decisions.** There's something especially valuable about reading insight from someone's experience at a business before trying it. Nearly 70% of consumers are influenced by online reviews. Before buying a product, selecting a restaurant, or starting to do business with a company, most people will read reviews of several different contenders and take them into consideration when making a decision.

As a small local business, reviews are vital to Jefferson Telecom. Your feedback helps potential Jefferson Telecom customers find us and decide to sign up for our Internet, cellular, TV, and voice services.

**If you've enjoyed your experience as a Jefferson Telecom customer, we kindly ask you to share your thoughts in a positive review. Go to [www.jeffersontelecom.com/review](http://www.jeffersontelecom.com/review). "Click here" will take you to the Google review window.** However, if there are areas we could improve upon, please call Jefferson Telecom at 515-386-4141, option #3. We want to hear more about your issue and work to make it right.





# Keep an Eye Out for These Scams

Benjamin Franklin famously said, “In this world, nothing is certain except death and taxes.” If he were alive today, he might have added scams to that list.

Scams are incredibly common. Chances are, you or someone you know has been the victim of one. They also come in many different forms but are all designed to swindle personal information and/or money.

Here are common scams to keep on your radar:

## Natural Disaster Scams

When major natural disasters make headlines, scammers use them to set up fake charities. The FBI recommends you always verify the charity is real with sources like Charity Navigator or GuideStar.

## Fake Officials

The person pulling the scam may pretend to be from Social Security, the IRS, local law enforcement, a bank, or a credit card company. They claim there's something wrong with your account and threaten to take action against you if you don't pay them or provide personal information like a credit card number.

## Sympathy or Romance Appeals

The scammer makes an emotional appeal to gain trust or sympathy, only to ask for money later, saying they need funds for an emergency, fell on hard times, or have legal issues. In an online



romance scam, the scammer always has a reason or excuse to never meet in person.

## Frozen Computers

This scam occurs when a user clicks on a pop-up advertisement or downloads a file with a virus or malware in it. It can cause a computer to freeze and show a phone number to call for “help,” which is a ploy to gain remote computer access and steal personal information.

## Fake Online Retailers

In this scheme, a seemingly real online store appears to sell merchandise, but instead uses it to harvest personal and financial information. Often the items being shown are ones in short supply from legitimate retailers.

To avoid being taken by these scams, think (and research) before you act whenever you see something suspicious. Also make sure you use unique and complex passwords and change them regularly.



## How to Save a Wet Smartphone

You're enjoying time at the pool or beach and drop your phone into the water. Don't panic! Here are the steps you need to take:

1. Dry it thoroughly with a clean, lint-free microfiber cloth.
2. If the phone is on, switch it off. If it's switched off, leave it off.
3. Gently shake your phone to remove any water in the headphone port, charging socket, and other ports.
4. Leave your phone in a dry inside area with good airflow (such as a fan) to reduce the moisture. This may take a week or so. **Do not put your phone in a bowl of rice**, which is an Internet myth, since rice can cause further damage.
5. Once dry, switch on your phone. If it works, back up your data immediately, in case it stops working again. If it still doesn't function properly, consult a professional for repairs.

**If you're unsure about this process or have other cellular repair questions, call Jefferson Telecom at 515-386-4141, option #1. We've partnered with UScellular for over 30 years as a local sub agent.**



## Go Green and Switch to Paperless Billing

According to the U.S. Environmental Protection Agency, the average American uses the equivalent of about one 100-foot-tall Douglas fir tree in paper each year. An easy and effective way to help the environment is to convert your billing statements from postal delivery to electronic delivery. This results in less demand for paper and less air pollution from paper production.

Mother Earth isn't the only one who will benefit, however. When you switch to paperless billing, you'll have less paper clutter in your home. You'll also save time sorting, filing, and shredding.

Jefferson Telecom offers paperless billing as part of our convenient eBilling program. With paperless billing, you won't receive a billing statement from us in the mail. Instead, you'll be alerted when your monthly bill is ready for you to review online, then you can pay it online with eBilling.

**It's quick and easy to sign up for the paperless billing option in our eBilling program. Simply visit [ebill.jeffersontelecom.com](http://ebill.jeffersontelecom.com), have your account number ready, and follow the instructions. If you have questions or need help, call us at 515-386-4141, option #3.**

### New Listings

Berns, Bob & Arlyne	515-386-3319
Dewan, Michael & Janet	515-386-4949
Hemping, Miranda	515-386-2386
Hose, April	515-386-2367
Knight, Ricky	515-386-2743
McQuillen, Dave	515-386-2564
Owens Heating & Cooling	515-386-2373
Thompson, Amber	515-386-2163
Wishman, Trevor	515-386-2165

## WatchTVEverywhere Lets You Be Creative With TV Viewing

Pick your device. Pick your location. Pick your program. With WatchTVEverywhere, everyone in your family enjoys lots of options for how, where, and what to watch.

Slumber party time? The kids can watch a movie on a laptop in their fort. Waiting for a plane? You can catch up with your favorite drama show on your smartphone at the airport. WatchTVEverywhere works from anywhere you have an Internet signal, making it incredibly convenient.

Plus, WatchTVEverywhere is FREE with your qualifying Jefferson Telecom TV package. The specific networks available to you on your mobile devices will be based on your TV package subscription. For example, you must receive a channel at home to watch that channel with WatchTVEverywhere.



**To use WatchTVEverywhere, you'll first need to register at [www.watchtveverywhere.com](http://www.watchtveverywhere.com). It's quick and easy; just have your Jefferson Telecom TV account number handy. Not yet one of our TV customers? Call us today at 515-386-4141, option #3 to sign up.**

## AFFORDABLE CONNECTIVITY PROGRAM

helps eligible  
households pay for  
broadband service

Get more details and  
eligibility criteria at  
[www.jeffersontelecom.com/acp](http://www.jeffersontelecom.com/acp)

