

**Jefferson Telecom**  
FALL 2023

# intouch



## Bugging Friends for Tech Support?

Sure, it might make sense at first glance to ask friends (or neighbors or relatives) to help you out with Internet and TV problems. But consider this—they may not have all the background needed to correctly solve your technology issues. Plus, they may secretly be getting tired of being asked.

There's a smarter option. Simply call 515-386-5500 for FREE Internet and TV technical support for Jefferson Telecom customers 24 hours a day, 7 days a week by phone. Our team has the experience, knowledge, and training to get things right the first time.

### 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

**Email Jefferson Telecom**  
[info@jeffersontelecom.com](mailto:info@jeffersontelecom.com)

**Visit Us Online**  
[www.jeffersontelecom.com](http://www.jeffersontelecom.com)

**Office Closures**  
November 23, 2023  
December 25, 2023  
January 1, 2024

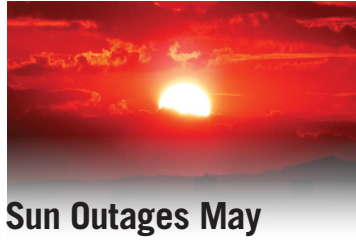
**Jefferson**  
TELECOM  
Technology People Talk About



## PUZZLED BY STREAMING? PLEASE ASK US QUESTIONS!

Jefferson Telecom wants to be your local streaming resource. Even though we still offer traditional TV service, we understand the benefits of streaming content over your Internet connection. You may be able to save money and enjoy more convenient viewing options.

**If you need help getting started with streaming—including guidance on which streaming device and services to choose—please call us at 515-386-4141, option #3. You can also visit the StreamNow platform on our website at [gostreamnow.com/Jefferson](http://gostreamnow.com/Jefferson) to put all the pieces of the puzzle together.**



## Sun Outages May Affect TV Service

In early October, Jefferson Telecom TV customers may experience some degree of television interference due to sun outages, which are caused by a phenomenon known as “solar satellite interference.” This occurs when the sun passes directly behind the satellites that transmit cable signals to TV providers.

During a sun outage, you may briefly experience pixelated TV pictures, picture freezes, or audio distortions. You don't have to do anything to restore your service. Simply wait a few minutes for the event to end. Sounds like the perfect time to get yourself a snack!

**If you have trouble with your Jefferson Telecom TV service that lasts longer than a few minutes, call 515-386-5500, 24/7 for free TV technical support.**

**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. Respond by October 20, 2023, 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,” Connie Velder of Jefferson.**



## We've Added Extra Security to Wi-Fi Management at No Extra Cost

There's always been a lot to love about Jefferson Telecom's Wi-Fi Management. First of all, we install an eero™ system in your home—with TrueMesh technology—to cover every nook and cranny with a consistently strong Wi-Fi signal. You can say goodbye to dead spots, buffering, and endless reboots. Plus, we conduct a free Wi-Fi Assessment of your home, hook up all your wireless devices, manage equipment firmware updates for the latest enhancements, and provide 24/7 local technical support.

Now there's even more to love about Wi-Fi Management! We've added eero Secure at no extra cost, which provides enhanced security and safety features to elevate your home Wi-Fi experience and provide peace of mind. With eero Secure, you'll enjoy all this:

### Active Threat Protection

Threats are automatically blocked when detected.

### Ad Blocking

Improve your browsing experience by blocking a variety of ads.

### Access to Internet and Security Data

See your fastest download and upload speeds each week, how much data has been downloaded and uploaded, how many content filters were deployed, and more.

### Advanced Parental Controls

Set restrictions for designated devices based on age range—pre-K, pre-teen, teen, and adult—or content categories.

### Advanced Security

Prevent accidental visits to known malicious sites and help protect your connected devices from malware and viruses.

# eero

**Wi-Fi Management with eero Secure is available starting at \$9.95/month.\* Call 515-386-4141 or visit [www.jeffersontelecom.com/eero](http://www.jeffersontelecom.com/eero) to learn more about its benefits and sign up for service.**

\*Additional equipment and charges will be assessed and discussed if needed to optimize the Wi-Fi experience.



# Is Your Information Safe When Using Public Wi-Fi?

When you connect to a website, information travels from your device to the website. That could include sensitive data like the log-in information for your financial, email, or social media accounts.

In the past, if you used a public Wi-Fi network to get online, your information was at risk. That's because most websites didn't use encryption to scramble the data and protect it from hackers snooping on the network. Today, most websites do use encryption to protect your information, so connecting through a public Wi-Fi network is usually safe. You know your connection is encrypted if there's a lock symbol or "https" in the address bar to the left of the website address.

However, it's always a good idea to take these steps to protect your personal information when using public Wi-Fi:

- **Treat all Wi-Fi links with suspicion.** Don't just assume the Wi-Fi link is legitimate. It could be a bogus link set up by a hacker.
- **Try to verify it's a legitimate wireless connection.** It's easy for someone who wants to intercept your data to set up a network called "Free Wi-Fi," or any other variation that includes a nearby venue name, to make you think it's a legitimate wireless network. To protect yourself, ask an employee about the legitimate Wi-Fi access point's name and IP address before you choose a network.
- **Adjust your default setting.** Set it to prompt you to manually select a Wi-Fi network rather than have one automatically chosen for you.
- **Avoid sensitive transactions.** When using public Wi-Fi, don't conduct financial/banking transactions or do online shopping.



- **Protect your devices.** Make sure you always have the current versions of your operating system, firewalls, Web browser, and antivirus and antispyware software.
- **Create and use strong passwords.** Also turn on two-factor authentication when it's available.

Another recommendation is to use Wi-Fi that is password protected and more secure than an open network. If you have a choice between secure and nonsecure, always choose the secure Wi-Fi network, even if you must pay for it.



## October is National Cybersecurity Awareness Month

National Cybersecurity Awareness Month spotlights cybersecurity as a shared responsibility that affects all Americans. It's a collaborative effort between the U.S. Department of Homeland Security and its public and private partners, including the National Cyber Security Alliance. The goal is to raise awareness about the importance of cybersecurity to help individuals stay safe and secure online.

As threats to technology and confidential data become more common, it's important to take steps to reduce your chances of being affected. Here's what the Cybersecurity & Infrastructure Security Agency recommends:

- **Turn on Multifactor Authentication** – This makes it significantly less likely your accounts will get hacked.
- **Update Your Software** – It's best to turn on automatic updates.
- **Think Before You Click** – More than 90% of successful cyber-attacks start with a phishing email.
- **Use Strong Passwords** – A password manager allows you to generate and store unique passwords.

Jefferson Telecom encourages you to focus on cybersecurity not just in October, but all year long.





## With AutoPay, You Set It and Forget It

We're all busy and have lots of things on our to-do lists. That's why it makes sense to save time by automating routine tasks whenever possible.

If you haven't yet signed up for our AutoPay option, we encourage you to do so. With AutoPay, you authorize us to automatically pay your Jefferson Telecom bill on the specific day of the month you select, by withdrawing the bill amount from your bank account. Once you set it up, you don't have to do anything else, and you'll never again have to worry about missing a payment or being late on a bill.

Compared to paying bills manually, AutoPay saves you time and effort. It can also help improve your credit score by eliminating late payments.

**It's easy to get started with AutoPay. Simply visit [www.jeffersontelecom.com](http://www.jeffersontelecom.com). At the bottom of the homepage, click on Automatic Payment Form under Other Resources.**

## New Listings

Alex, Eleanor Imagine	515-386-2212
the Possibilities	515-386-2059
Murphy Farm Meats LLC	515-386-3287
Neese, Alan & Kate	515-386-2085
Olson, Betty & Steve	515-386-2197
Richardson, Trudy	515-386-2182
Springer, Michael	515-386-2068

## EMPLOYEE SPOTLIGHT: Lorra Browne Customer Service Representative



Lorra Browne recently joined Jefferson Telecom as a Customer Service Representative and started a new chapter in her career.

Browne said, "My degrees are in respiratory therapy and business. I worked in health care for over 30 years and did jobs ranging from bedside care to the direction of business segments at the corporate level. In my position at Jefferson Telecom, my responsibilities will include maintaining flow, greeting customers, assisting customers with getting connected to services, managing payment processes, and collaborating with team members."

What interested her about Jefferson Telecom? She replied, "I was attracted to doing community-based work for a well-established service business. I also enjoy having a front office role, since it offers opportunities to interact with people throughout the day. Customer service involves problem solving, which I enjoy."

Browne's family includes four grown children. Three of them live in Iowa (two in Jefferson and one in Coon Rapids), and one lives in California. She has six grandchildren and one great-grandson. In her leisure time, she likes to cook and bake, watch movies, read, and do puzzles.

## Directory Showcases Greene County High School

We'll be mailing the Jefferson Telecom 2023-2024 telephone directory to all landline customers this fall. The cover of this year's directory showcases Greene County High School, located off Highway 30. The \$34.5 million project is a single-story high school that includes a competition gym and a 700-seat performing arts center. It opened its doors for students in 2020. Also on the cover is the Greene County Career Academy, a joint venture between Iowa Central Community College and GCCSD, which opened in 2020. This 20,000-square-foot regional academy is connected to the high school and offers students the ability to participate in numerous career and technical education programs such as Agriculture, Computer Science, Construction Trades, Culinary and Hospitality, Health Care, and Welding.

The photos on the cover were taken by Kelley Gray, Greene County Community High School Language Arts Teacher. Good luck to all students this year!

