



Thinking Back and Moving Forward

The start of a new year encourages all of us to reflect on the previous one. What have we accomplished? For what are we grateful?

Jefferson Telecom made technology upgrades in 2023 and actively supported our community, which we couldn't have done without customers like you. We can't wait to see what's in store for 2024!

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@jeffersonsontelecom.com

Visit Us Online

www.jeffersonsontelecom.com

Update from Our General Manager

Jamie Daubendiek reflects on Jefferson Telecom's services with an eye toward the future. We're proud to be your local provider with an 85-year history of making connections.

Broadband

Years ago, Jefferson Telecom invested in fiber optics throughout our service area to prepare for the growing bandwidth needs of our customers. The fiber-optic cables in our network deliver data to and from devices at speeds up to a Gigabit Connection (940 Mbps). While the average number of connected devices in a home have about doubled in the last four years — from 11 to 21 — many households have not increased their Internet speeds to accommodate this growth. If your connection seems slower than normal, it may be time for a speed upgrade. You can try a faster speed for a month at no additional charge, and you'll definitely notice the difference.

Wi-Fi Management

Jefferson Telecom offers Wi-Fi Management with an eero, which replaces your home's router and provides a reliable connection throughout your home with no more dead spots. One of the perks of this service is that a Jefferson Telecom technician will come to your home to install the eero and connect all your devices to the Wi-Fi network. Our customers could not be happier! Read the many reviews at www.jeffersonsontelecom.com/reviews.

Streaming

The rates charged by TV networks to Jefferson Telecom continue to go up each year, sometimes by double digits. Unfortunately, we must pass on these increased costs to our TV customers, with an anticipated rate increase in early 2024. Are you looking for ways to save money? We encourage you to cut the cord on traditional TV service and switch to streaming. Visit our new website dedicated to streaming at www.jeffersonsontelecom.com/streaming to get all your questions answered or call Jefferson Telecom to speak with one of our customer service staff. You can often enjoy a free trial of a streaming service before signing up for a paid subscription.

Jefferson Telecom wouldn't be where we are today without the continued support of our loyal customers. Thank you for choosing us for your communications needs.

Jamie Daubendiek,
Jefferson Telecom General Manager



intouch

Start the New Year with eBilling

A new year is the ideal time to begin new habits. Perhaps you've resolved to take a new approach to exercise, learn new skills, or travel to new places.

If you're still paying your Jefferson Telecom bill by writing a check and mailing it to us, may we suggest you consider a new method this year? Switch to eBilling and pay electronically instead. You'll enjoy these benefits:

- **More Security** – Paper bills leave you vulnerable to sensitive information being stolen from the mailbox or garbage can and used for identity theft. With eBilling, you communicate securely with us via a password-protected online portal.
- **Lower Costs** – You won't have to buy as many postage stamps or checks when you use eBilling.
- **Less Time Required** – Why waste time finding a bill, writing a check, looking for a stamp, and walking to the mailbox? You can pay online in seconds with eBilling.

To sign up for eBilling, visit www.jeffersontelecom.com and click on "Pay My Bill."

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. Respond by January 20, 2024, 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," Omega Sang.



Cold and snowy weather usually results in much more time spent indoors. (Unless, of course, it's a day when you and the kids head for the hills with sleds in your trunk and boots on your feet.)

During all the hours your family is cozying up at home, you'll be keeping busy with lots of online activities—including streaming, gaming, chatting, posting, studying, working, browsing, and shopping. Which means you'll need super-fast Internet this winter almost as much as you'll need a good furnace.

*For speeds up to a Gigabit Connection (940 Mbps),
CALL 515-386-4141, OPTION #3*



Giving Generously is at the Heart of What We Do

Jefferson Telecom feels strongly about giving back to the community in which we serve. In 2023, we gave generously to a variety of community outreach programs and events including Adopt a Family, Jefferson Matters: A Main Street & Chamber Community, Sierra Community Theatre, Toys for Tots in Greene County, and many others. We also held the annual Jefferson Telecom Back-to-School Supply Drive (pictured below) to encourage people to donate notebooks, crayons, and similar items. New Opportunities dispersed these school supplies to local students in need.

In 2024, additional funding will be available for qualifying projects through these two programs:

Aureon Charity Grant Program

Aureon invites public and private nonprofit agencies to submit proposals for consideration in assisting in your charity drives and/or funding of a specific project for your respective communities. Only those communities served by Aureon-participating telecommunications companies (such as Jefferson Telecom) are eligible to submit proposals.



Applications may be submitted anytime during the year. The committee will review quarterly the applications received by the end of each quarter. All applicants will be notified of the funding decisions. Most awards range from \$250 to \$1,500.

Foundation for Rural Service (FRS) Community Grant Program

As part of its ongoing commitment to rural communities across the country, FRS offers aid for communities served by NTCA-The Rural Broadband Association members (including Jefferson Telecom) through its annual Community Grants Program. These grants are designed to provide support to a variety of local efforts to build and sustain a high quality of life in rural America. Awards range from \$250 to \$5,000.

For more information and online applications, visit www.jeffersontelecom.com/donation.

Warm Up Winter with Random Acts of Kindness

We have the power to change the course of someone's day through random acts of kindness. They don't have to take much time or cost any money. It's the small things that can make a huge difference.

Here are a few ideas to get you thinking:

- Call a friend you haven't spoken to for a while.
- Shovel the driveway for your elderly neighbor.
- Offer to babysit for a family member.
- Send an interesting article to a friend.
- Donate household items to a charity.
- Bring in homemade treats for your co-workers.
- Praise a colleague for something they've done well.
- Let someone jump the queue at the supermarket.
- Allow a driver to merge into your lane.
- Pay for the order behind you in the drive-through lane.

Jefferson Telecom believes strongly in giving back to the community through volunteer hours, participation in community organizations, financial donations—and random acts of kindness.



EVERY CUSTOMER,
EVERY PLAN.
**NO PRICE INCREASE,
GUARANTEED.**



What to Do If You Fell for a Scam

Scams can be quite convincing. If you've sent money to scammers, immediately contact the company associated with your payment method:

- **Debit/credit card:** Call the issuer and ask for the fraud department. Give the date of the payment, identify it as a fraudulent charge, and see if they'll reverse the charge.
- **Your bank account:** Call your bank and ask them to flag the transaction and return your money.
- **A gift card:** Call the issuer and ask for the fraud department. Say you've been the victim of a scam and request a refund.
- **A wire transfer:** Call the service or your bank and report the fraudulent wire transfer. Request they reverse it and return your money.
- **A cash app like Venmo:** Report the fraud to the company directly to see if they can reverse the payment.

For the scam to be labeled a crime, you'll also need to file a police report. Banks may need a copy of the report to issue a refund.



New Listings

Christensen, Dick	515-386-2097
Flack, Judith R	515-386-2149
Lautner, Dax	515-386-2263
LDM Ag	
Services Inc	515-386-2151
Monahan, Delite	515-386-3321
The Studio	515-386-2112
Welch, Susan	515-386-2153

Don't Suffer the Buffer During BIG Games



The last thing you want is for buffering to delay the action while you're streaming big games—especially when family and friends have gathered to watch. Fortunately, there are things you can do to help prevent this problem.

Consider using an Ethernet cable.

You can connect a device to the Internet through a wired or wireless connection. A wired connection, which involves running an Ethernet cable from your router to a device, provides a faster and more consistent Internet connection. So, for the most reliable streaming experience, connect your streaming device to your router with an Ethernet cable rather than using Wi-Fi.

Check the layout of your Wi-Fi network.

If you can't (or would rather not) connect via an Ethernet cable, the next best option is to watch big games on a TV in the same room as your router. This is because the shorter the distance between your router and your streaming device, the better your chances for uninterrupted performance. You may have trouble with your stream if your router is in a different part of the house, particularly if it's on a different floor.

Upgrade your Internet speed.

If you regularly experience buffering, your current speed may simply not be fast enough to meet the demands of your household. The most common form of buffering occurs when your Internet speed is too slow to download the amount of data needed. In this scenario, your device will buffer the data for the video and then begin playing it when there is enough data downloaded to prevent lag in the stream. If the stream reaches the point where it no longer has enough data downloaded, it will pause the video, and you'll have to wait again while more data downloads. Signing up for a faster Internet speed will eliminate this annoying issue.

Call us at 515-386-4141, option #3 if you have questions about your Wi-Fi network or Internet plan with Jefferson Telecom. We're on your team and are happy to help!