

Jefferson Telecom
SUMMER 2024

intouch



With Warmth and Gratitude as Summer Begins

Jefferson Telecom hopes you enjoy every moment of summer's longer days and fun-filled activities. It's an honor to help keep you connected to what matters most, and we thank you for choosing Jefferson Telecom for your communications services. Your loyal support of us as the local provider makes this season shine even brighter!

Contact

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Jefferson
TELECOM
Technology People Talk About

Our 100% Fiber-Optic Network is a 100% Game-Changer

No other broadband technology even comes close to fiber in terms of its ultra-fast Internet speed and exceptional reliability. That's why Jefferson Telecom built a 100% fiber-optic network throughout our service territory. Once your home is equipped with a fiber-optic broadband connection, you can order Internet services from Jefferson Telecom with speeds up to a Gigabit connection (940 Mbps).

This opens the door to game-changing opportunities, especially in our rural areas. Fiber Internet positively impacts many aspects of daily life including:

- **Economic Development** – Fiber Internet is essential for rural businesses to remain competitive and attract new customers.
- **Health Care** – With the increasing popularity of telemedicine in rural areas, fiber Internet can connect patients to timely medical assistance.
- **Education** – Students in rural areas can interact with other classrooms across the world, take part in online courses, and go on virtual field trips.
- **Quality of Life** – Fiber Internet provides access to online entertainment, online shopping, and social media, which helps people stay connected to friends and family.
- **Remote Workers** – When working from home, quality and reliability of the Internet service is paramount; fiber-optic is the superior technology for virtual meetings and remote data sharing.



In recognition of Jefferson Telecom's achievements in providing fiber-optic broadband connections to residential and business customers in our area, NTCA - The Rural Broadband Association awarded us the Smart Rural Community designation. We join other carefully vetted, fiber-based broadband providers across the country who are committed to driving growth and creating opportunities. As a Smart Rural Community, Jefferson Telecom also celebrates the educators, health care providers, farmers, small business owners and other partners who help our community thrive. It's about connections — neighbors to friends, teachers to students, doctors to patients, new businesses to customers, and a community to the world. When we're connected by fiber-optic broadband, we can achieve more together.

The good news doesn't stop there. Jefferson Telecom is pleased to announce we'll be making a significant investment to expand our 100% fiber-optic network to homes in select areas of eastern Greene County starting this summer. If you have friends or family in this area, please let them know the Internet service they've dreamed of will soon become reality!

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Less is More With Paperless Billing

While paperless billing contains “less,” this service provides you with “more” than traditional bill payment using paper statements and checks.

Why? When you switch to Jefferson Telecom’s paperless billing, you’ll receive your statements in your inbox rather than your mailbox and pay your bills electronically. This means you’ll enjoy more benefits including:

- **More convenience.** Instead of waiting for a paper bill in the mail, you’ll have the flexibility of “anytime, anywhere” online bill access from your home computer or mobile device.
- **More security.** Paperless billing is often more secure than dropping a check in the mail, where it can fall into the wrong hands.
- **More savings.** You won’t have to pay for as many checks or stamps when you use paperless billing. Plus, you’ll be helping us use less paper and save some trees.

If you'd like to learn more about paperless billing and sign up, visit www.jeffersontelecom.com/bill or call 515-386-4141, option #3.

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 July 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,” Otto (Pat) Hurley of Jefferson.

Artificial Intelligence is Making a Real Impact



Artificial intelligence (AI) is a machine that can mimic some aspects of human intelligence, such as performing simple transactions, compiling information about a certain topic, and making sense of human speech. AI has become integral to a wide range of common activities, so you’re likely to encounter this technology often.

What can AI do for you?

Tailor Recommendations. One of the most noticeable perks of AI integration is its ability to analyze vast amounts of data to generate tailored recommendations. For example, Netflix uses AI to personalize your home screen with the shows and movies you’re most likely to enjoy, so you can find what to watch next with minimal effort.

Streamline Customer Service. AI-powered chatbots on company websites can provide immediate assistance and resolve queries round-the-clock. When you have the option to communicate with a chatbot, take advantage of it. You may be able to get your questions answered in less time than it would take to comb through the website yourself or call the customer service number and wait in a queue.

Enhance Data Security. AI plays a crucial role in bolstering cybersecurity measures, safeguarding sensitive customer data from cyber threats and fraudsters. Machine learning algorithms can detect unusual patterns or anomalies in user behavior, flagging potential security breaches before they escalate. Additionally, AI-powered authentication methods, such as facial recognition and biometric scanning, provide an extra layer of security, ensuring that only authorized individuals can access sensitive information.

Improve Your User Experience. Ultimately, the overarching goal of AI is to create a seamless and intuitive experience as you interact with a company or service. Apps like Google Maps and Waze are based on AI that can analyze historical data and current conditions to find the best route. They also collect real-time traffic information from drivers and report that information back to app users to help them follow their route and avoid traffic jams.

As AI continues to evolve and expand its capabilities, the benefits to you are bound to grow as well.



Top 10 Tips to Avoid Being Scammed

There are thousands of new scams every year, so how can you avoid them? The Better Business Bureau recommends these tips:

1. Never send money via gift card or wire transfer to someone you haven't met face-to-face. Scammers try to convince you to pay this way, since these methods can't be traced and are as good as cash.

2. Avoid clicking on links or opening attachments in unsolicited emails. Links, if clicked, can download malware onto your device and lead to identity theft.

3. Don't believe everything you see. Scammers are great at mimicking official seals, fonts, and other details. Just because a website or email looks official doesn't mean it is.

4. Double check your online purchase is secure before checking out. Look for the "HTTPS" in the URL (the extra "s" is for "secure") and a small lock icon on the address bar. Better yet, check out the company at BBB.org and read reviews before shopping on a website.

5. Use extreme caution when dealing with anyone you've met online. Scammers use dating websites and social media to reach potential targets. They can quickly make you feel they're a friend to get you to trust them.

6. Never share personally identifiable information with unsolicited contacts. This applies to unsolicited calls, emails, social media messages, or in-person visitors.



7. Resist the pressure to act immediately. Shady actors typically try to make you think something is scarce or a limited-time offer to push you to decide right now before thinking it through.

8. Use secure and traceable transactions. Don't pay by wire transfer, prepaid money card, gift card, or another non-traditional payment method. Say no to cash-only deals, high-pressure sales tactics, high upfront payments, and handshake deals without a contract.

9. Whenever possible, work with local home improvement businesses. Just make sure they have proper identification, licensing, and insurance.

10. Be cautious about what you share on social media. Check the privacy settings on all social media and online accounts. Imposters often get information about their targets from their online interactions.

JOIN OUR TEAM

**We have a job opening for
Outside Plant Technician.**

Visit www.jeffersontelecom.com/career for more information.

Take Extra Care of Your Cool Devices on Hot Days

Don't leave your phone or tablet in your vehicle on a hot day. A car interior can reach over 120 degrees after an hour—enough to temporarily or permanently damage the display of a touchscreen device.

If you absolutely must leave a device in your vehicle, consider putting it in the trunk instead. The trunk stays quite a bit cooler than the interior of your car. Also, turn your device off to keep the interior electronics just a bit cooler, and take it out of its case to eliminate the insulation effect.

Speaking of phones and tablets, don't forget that Jefferson Telecom is a UScellular authorized agent. Come see us when it's time to upgrade!



Policies Regarding Customer Information

Under Federal Communication Commission (FCC) rules, telephone companies like Jefferson Telecom are responsible for maintaining the security and confidentiality of Customer Proprietary Network Information (CPNI). In order to gain access to an account you must be an authorized user on the account. Jefferson Telecom will confirm the identity of callers by one of the following methods:

- Jefferson Telecom will call you back at the phone number of record (your landline phone number).
- Jefferson Telecom will mail information to you at the postal address of record.
- In person, with photo ID.

The importance of authorized contacts on your account. You can add necessary persons to your account as authorized contacts. Those persons can discuss information and make changes to your account. Authorized contacts can make payments, but will NOT be responsible for payment of your account.

Examples of authorized contacts may be if you rely on someone else, such as an adult child, neighbor, or friend, to help you with your account or pay your bill. Businesses may want to list certain employees as having access to their account.

If you have any questions or would like to update your authorized users on your account please call Jefferson Telecom at 515-386-4141, option #3, or visit www.jeffersontelecom.com, scroll to the bottom under "Other Resources," and print off the CPNI form to update your account.

New Listings

Jefferson Appliance 515-386-2358
Monthei, Joel 515-386-3280



Jefferson Telecom Makes a Difference Through Community Volunteering and More

In a world where giving back often takes a backseat to the hustle and bustle of daily life, Jefferson Telecom stands out for our commitment to making a difference in the community. From planting trees to promoting bike safety, our team is actively involved in many volunteer initiatives that aim to uplift and support those around us.

One recent endeavor saw Jamie Daubendiek, Jefferson Telecom General Manager, join forces with the Trees Committee to plant approximately 100 trees alongside middle and high school students. Despite the city's proactive measures to combat the spread of the Emerald Ash Borer, which threatens the local ash tree population, volunteers worked to replenish the greenery in our neighborhoods. With the city's assistance in digging holes and the enthusiastic participation of the kids, the tree-planting event was a resounding success, marking a step forward to preserve and enhance our natural surroundings.

In another heartwarming initiative, Jefferson Telecom had the privilege of distributing 24 bikes to fourth graders in need. Inspired by a personal anecdote shared by Jamie Daubendiek about his sister's fortunate survival after a biking accident, he recognized the importance of not only providing access to bicycles but also emphasizing the significance of safety measures such as wearing helmets. Through this initiative, we hope to promote active lifestyles while ensuring the well-being of our young community members.

Moreover, our involvement in events like the vocal music festival underscores our belief in the power of giving back. Whether it's through volunteering our time, sharing our talents, or providing financial support, we remain steadfast in our commitment to enriching the lives of those around us. By actively engaging with our community and investing in its growth and prosperity, we strive to create a brighter future for all.

Jamie Daubendiek Elected President of Iowa Communication Alliance

Jamie Daubendiek of Jefferson Telecom, has been elected to serve as Board President of the Iowa Communications Alliance (ICA). Daubendiek was announced as the new ICA Board President during the ICA Annual Meeting and Expo held in Des Moines on March. During his speech to Annual Meeting attendees, Daubendiek looked back into the history of the communications business, referring to the late 1890s when his family first became involved in the communications business, leading him to be a fifth-generation leader in the business. Daubendiek also highlighted his leadership philosophy and vision to expand ICA's influence in the coming board year.

