

Jefferson Telecom
SUMMER 2025

intouch



Congratulations, Jefferson!

Jefferson Telecom proudly congratulates Jefferson Matters: Main Street on being named a 2025 Great American Main Street Award (GAMSA) winner! This prestigious national honor from Main Street America recognizes exceptional communities for downtown revitalization, community spirit, and creating vibrant, inclusive spaces. We applaud everyone who made this achievement possible as your hard work truly shines!

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

Visit Us Online
www.jeffersontelecom.com

Jefferson
TELECOM
Technology People Talk About

Burying Fiber Leads to a Harvest of Benefits



Fiber Internet has long been considered the gold standard for data transmission since fiber-optic cables offer unparalleled speed and reliability. This technology is the great infrastructure story of the 2000s, just as railroads and electricity grids were for the previous two centuries.

What makes fiber-optic cables so much better than traditional copper cables?

Virtually Unlimited Speed Capacity – Fiber is by far the fastest of all broadband technologies with speeds up to a Gigabit Connection (940 Mbps) for Jefferson Telecom customers. Fiber Internet is so fast because, unlike other Internet options that rely on electricity, it uses light for data transmission.

Can Support Advanced Technologies – Due to their security, scalability, and unlimited bandwidth potential, fiber-optic cables are being chosen to support advanced technologies such as 5G, Big Data, and IoT that rely heavily on real-time data collection and transfer.

Higher Network Reliability – Unlike copper cables that can lose a connection due to temperature changes and harsh weather, fiber-optic cables routinely offer reliability levels of 99.999%.

Better Design for Data Transmission Over Long Distances – Overall, fiber's design is simply better for data transmission over long distances than the electrical signals of copper cables. Fiber-optic cables can also carry more bandwidth than similarly sized copper cables and are immune to interference because there are no electrical signals in use.

More Energy Efficiency – Fiber-optic cables transmit data more efficiently, resulting in reduced power requirements for data transmission. This not only leads to cost savings but also contributes to a smaller carbon footprint.

Higher Security – Fiber-optic communication technology transmits data via pulses of light, which are harder to tap or intercept than the electrical signals used by cable Internet or the wireless signals used by satellite Internet.

Jefferson Telecom continues to expand our fiber-optic network to bring fiber Internet to customers in more areas. Visit www.jeffersontelecom.com to learn more.

3 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 an email when your bill is available to pay. That way, you'll be notified even if you're traveling and not receiving mail at your house.

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.

Visit www.jeffersontelecom.com/bill to sign up for paperless billing. If you'd like help with the process, 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, 2025, to be eligible. One winner per newsletter will be selected.

Name: _____
Phone #: _____
Email: _____
Cell Phone #: _____

Congratulations to our last "Winner of a \$20 Credit," Curt Wills of Jefferson.

*We never sell or share your contact information with anyone.

Save Money by Using Free Streaming Platforms

Given the rising prices of subscriptions to streaming platforms such as Netflix and YouTube TV, you may be looking for ways to cut costs. One option is to drop one or more of your paid subscriptions and use free streaming platforms to help fill in the gap.

While these free options don't offer the same variety and high level of content — and you'll have to sit through ads — they're worth exploring if you're serious about saving money on streaming.

Here's a consensus of what industry reviewers have to say about some of the most popular free streaming platforms:

Best Overall – Tubi (tubitv.com) Tubi offers considerably more free movies than TV shows, but it continues to grow its extensive library. It also offers nationwide and local news livestreams in addition to live sports, weather, and entertainment channels.

Best for Educational and Family Content – Kanopy (www.kanopy.com) Kanopy lets you stream thousands of films for free, thanks to the generous support of your public library or university.

Best for Channel Flippers – Pluto TV (pluto.tv/us/on-demand) In addition to on-demand movie streaming for free, Pluto TV also has more than 250 live and linear channels on the platform.

Best for Roku Users – The Roku Channel (therokuchannel.roku.com) This platform is designed for people who own the company's streaming devices and TVs. You'll find thousands of free TV shows and hit movies, 400+ live TV channels, and more.

Best for Library Card Holders – Hoopla Digital (hoopladigital.com) This puts your public library at your fingertips. Borrow and enjoy audiobooks, eBooks, comics, movies, TV, magazines, or music everywhere you have a screen.

Best Revamped Service – Sling Freestream (sling.com/freestream) Sling Freestream offers more than 40,000 titles of free on-demand TV and movies and 500+ live TV channels. It's an expanded and rebranded version of Sling TV's former offering, called Sling Free.

Need help figuring out which streaming services (whether paid or free) best match your viewing preferences? We offer the easy-to-use StreamNow guide at gostreamnow.com/jefferson.





Troubleshooting Tips from Our Cellular Specialists



Here are some commonly asked questions about cell phone issues and the simple fixes we suggest you try for each:

Why isn't my phone charging?

- Inspect the charging cable and wall adapter for any signs of damage.
- Gently clean the charging port using a dry toothbrush or toothpick to remove any debris.
- Test with a different cable or power outlet.
- If the issue persists, the battery or charging port may require professional attention.

Why is my battery draining so fast?

- Reduce screen brightness or enable Auto Brightness.
- Close apps running in the background.
- Turn off Wi-Fi, Bluetooth, or Location Services when not in use.
- Check **Battery Usage** in settings to identify power-hungry apps.

Why won't my phone connect to Wi-Fi?

- Toggle Wi-Fi off and back on.
- Restart your phone and your router.
- Forget the network and reconnect using your password.
- Ensure you're not in Airplane Mode.

Why aren't my apps working properly?

- Force close and reopen the app.
- Check for updates in the App Store or Google Play.
- Restart your phone.
- If the issue continues, uninstall and reinstall the app. Always have your password ready, since you'll generally need to log in again when you reinstall.

If you're an Android user, the most common issue is a bad app installed on your phone, often ending with the word "home." If you find an app you don't recognize on your phone, delete it.

Why does my phone keep freezing or crashing?

- Restart your phone to clear temporary glitches.
- Ensure your operating system and apps are up to date.
- Free up storage space by deleting unnecessary files or apps.
- If a specific app causes the issue, consider uninstalling and reinstalling it.

Our Cellular Specialists at Jefferson Telecom are here to assist you! As a proud agent of UScellular for over 30 years, we're committed to helping you stay connected. Whether you're facing persistent issues or just have questions, call 515-386-4141 today to schedule an appointment.

App-solutely Worth It: Downtetector App

Ever wondered if an Internet issue you're experiencing is just affecting your home or if it's part of a larger outage? The free Downtetector app helps answer that question quickly and clearly.

Downtetector tracks service outages in real time for a wide range of services, including Internet providers, cell carriers, streaming platforms, and social media sites. If users across a certain area are reporting issues, Downtetector will show a spike in reports — giving you instant insight into whether a widespread problem is happening. View outage maps and user reports as they happen, and get custom alerts if a service you rely on has a sudden spike in problems.

Whether you're working from home, streaming your favorite show, or just trying to stay connected, the Downtetector app helps you stay a step ahead. It's available for download on iOS and Android, so search for Downtetector in your app store today and get peace of mind when tech trouble strikes.



Congratulations to Our 2025 Scholarship Recipients

Jefferson Telecom is proud to support the next generation of leaders through our annual scholarship program. Scholarships were awarded to these graduating Greene County High School seniors during the awards banquet held in May.



Patrick Graham



Noah Hinote



Randa Linberg



Payton Kokenge



Pane Renwanz



Rylyn Sigler



Logan Taylor



We extend our heartfelt congratulations to the Class of 2025 and wish all graduates continued success in their future endeavors!

Welcome Back, Rodger Nichols

Jefferson Telecom is pleased to welcome Rodger Nichols back to our team as a Communications Technician. Rodger previously worked with us before moving away, and we're excited that he has returned — both to Jefferson and to Jefferson Telecom.

With a diverse career background that includes utility construction, landscaping, and even elder care, Rodger brings a wealth of hands-on experience and a customer-first attitude to his role. His work focuses on locating fiber-optic cables, handling service calls, and performing in-home fiber installations. Customers always appreciated Rodger's friendly, reliable service, and we know you'll be glad to see him again.

Please join us in giving Rodger a warm welcome back to the community and the Jefferson Telecom family!



Jefferson Telecom Donates Bikes to Local Students

Jefferson Telecom is thrilled to continue our tradition of supporting local youth through our annual bike donation initiative. This year, we donated a dozen bicycles to fourth-grade students in need within our community.

The goal of this effort is simple yet meaningful — to provide children with the opportunity to enjoy an active lifestyle while reinforcing the importance of bike safety. Inspired by a personal story from General Manager Jamie Daubendiek, whose sister survived a biking accident thanks to wearing a helmet, this initiative is close to our hearts.

We hope these bikes bring joy to the students who received them.