

Jefferson Telecom
WINTER 2013

intouch



Internet
Training
Webinars

Technology Tops Our Agenda for 2013 and Beyond

The start of a new year is a time to look back with gratitude and look forward with optimism. In that spirit, I thank you for being a Jefferson Telecom customer and wish you good health, happiness, and success in 2013.

Technology is changing how we communicate and Jefferson Telecom is changing along with it. Most notably, our Fiber to the Home (FTTH) build-out in Jefferson will begin construction in 2013. This multi-million dollar project is expected to take two years, and will involve the replacement of all overhead cable TV lines and existing copper telephone wires with buried fiber-optic cables. Fiber is capable of delivering virtually unlimited bandwidth, making it the technology of choice to meet growing needs for faster Internet and feature-rich television and phone services.

Also on Jefferson Telecom's agenda for 2013 is the addition of new central office switching equipment — the "heart and brain" of our network. This equipment handles all calls routed through our network and provides the calling features and other services you count on for convenient call management.

We're making these large investments in technology in order to keep you connected with today's best services as well as those that tomorrow will bring. While we do everything possible to keep your rates low, some adjustments will be required this year to cover rising costs and to comply with regulatory mandates. You'll continue, however, to get excellent values in the services you use to stay in touch, conduct business, and be entertained.

Again, my best wishes for a wonderful 2013.
I can't wait to see what we'll experience together.

Jim Daubendiek,
General Manager



Mark Your Calendar!

The third Tuesday of each month at 6:00 pm, we will be providing a virtual training experience on a variety of Internet topics. The Webinars are FREE, and space is limited. Register today by calling 386-4141.

Upcoming Topics:

January 15: Introduction to Google Services

February 19: Social Networking

March 19: Introduction to Facebook

Contact

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Office Closure

Tuesday, January 1, 2013
New Year's Day

Jefferson
TELECOM
Technology People Talk About



Check Out Our Channel Lineup

See back page for details.

Business Spotlight

New Listings

Aldrich, Kenneth	386-2531
Ashby, Gina	386-3193
Baugh, Ronnie	386-2597
Bose, Kenneth & Susan	386-3590
Breheny, Tami	386-2336
Davis, Mary	386-2608
Day, Autumn	386-3470
Deal, Lauree	386-2642
Dzuris, Lance & Krystal	386-3298
Eslick, Victor	386-2510
Exline, Mihles	386-2238
Fisher, Eric	386-3498
Garreans, Sandra	386-3657
Geisler, Denise	386-3720
Gohn, Beverly	386-3539
Hanson, James	386-3295
Harberts, Steven & Denise	386-2858
Hoyt, Glen & Beverly	386-3485
Kegley, Neil	386-2008
Kinney, Carl	386-2376
Marquardt, Carly	386-2740
McAfee, Matt	386-3690
Milligan, Chris & Amy	386-2042
Murphy, Kelly	386-3368
Murphy, Paula A	386-2547
Nelson, Curt & Rhonda	386-2839
Randleman, Rhonda	386-3224
Renwanz, Tina	386-3290
Ruth, Tyson	386-3427
Shahan, Tabitha	386-2370
Smith, Tiffany	386-2398
Tasler, Kim	386-3763
Thomsen, K	386-2934
Thomson, Elizabeth	386-3295
Whipple, Doug & Celli	386-2334
Young, Anna Lisa	386-2049



It's Showtime at the New Sierra Community Theatre

Constructed in 1884, the building at 212 E. State Street in Jefferson has always been used for the purpose of entertainment. That fun tradition is continuing with the recent opening of the Sierra Community Theatre.

Jim Daubendiek, Jefferson Telecom General Manager, explains, "The building was previously a Fridley Theatre but with the decrease in video rental and the potential cost to upgrade to digital technology, the Fridley's made the offer to donate it to a nonprofit group. A nonprofit corporation, Sierra Community Theatre, was formed to keep this valuable community asset going." The Board of Directors consists of Jim Daubendiek, Jim Groves, Sandy Groves, Chris Henning, Lisa Jaskey, Jim North, Mike Piepel, Jim Rose, AJ Sorenson, Tom Wind, and Andrew Woodley.

Sierra Community Theatre took out a bank loan to purchase and install a new movie screen, 3D-capable digital projector, and a 'knocks your socks off' sound system. Dustin Gustoff, the Sierra Community Theatre Manager adds, "We were excited for the nearly sold out midnight showing of the last Twilight film and we look forward to having The Hobbit, An Unexpected Journey in 3D in January."

The Sierra Community Theatre Committee feels strongly about the importance of keeping a local movie theater in the community, and they would like to encourage residents to support our home-town theater.

You can also visit www.sierracommunitytheatre.org or follow the theater on Facebook. See you at the movies!

Win a \$20 Credit on Your Jefferson Telecom Bill

\$20

Fill out this form, clip it, and return it with your next bill (or drop off at the showroom) for a chance to win a \$20 credit to your account. Return it by January 15, 2013 to be eligible. One winner per newsletter will be selected.

Name: _____

Phone #: _____

Congratulations to our last "Winner of a \$20 Credit," Tracy Bigley of Jefferson.

Survey Helps Jefferson Telecom Connect With our Customers



Jefferson Telecom would like to thank everyone who participated in our 2012 Cable TV Satisfaction Survey. Your opinion is important to us and we appreciate the fact that you took time to let us know about your cable TV needs.

Jefferson Telecom customers were notified during the month of November regarding the survey and the instructions were made known on how to complete the survey online. Participants who completed the survey were entered into a drawing to receive one free month of cable TV service (a \$44.95 one-time bill credit). We are excited to announce that Karen Renslow was randomly selected as the winner of the month of free service. *Congratulations and thank you for your participation!*

Survey Highlights

Over the past couple of years, Jefferson Telecom has continued to upgrade our cable TV offerings with the addition of multiple channels and high definition choices. The results are in and customers are pleased. Roughly 10 percent of Jefferson Telecom cable TV subscribers completed the online survey with 88 percent of the customers stating that they would likely recommend Jefferson Telecom to their friend or neighbor for cable TV service.

In response to our request for programming suggestions, we received a wide variety of submissions on additional channels

and we are currently evaluating those ideas. We also received positive feedback on additional content ideas for the local channels.

We, at Jefferson Telecom, realize that you do have other choices and we want to thank you for your business. We feel honored to provide you with the communication services that you desire. We are committed to providing you not only the best in technology, but that local/hometown, caring, excellent customer service that we know you desire.

Duane Russell, CTO, states, "We'll take the feedback generated from this survey and use it to guide improvements to our cable TV offerings. This is valuable information and we thank everyone for taking the time to fill out the survey. Of course, we always encourage our customers to let us know how we're doing, whether there's a survey going on or not. Call, send us an email, or just stop by. As a valuable customer of Jefferson Telecom, your opinion matters to us."

Employee Spotlight

After 20 Years With Us, Karen McCoy Retires



Karen McCoy, CSR/Billing Assistant, joined Jefferson Telecom 20 years ago and has seen many changes firsthand. She notes, "I think the biggest change has been the expansion of cellular. The bag phone was just coming out when I started here, and cell phones have since gone from being a luxury to a necessity."

After retirement, McCoy looks forward to spending more time with family including her husband of 42 years, Steve; son, Jeff, his wife, Jen, and their two daughters, Taylor and Sienna; and son Todd. She's also planning to do lots of reading, scrapbooking, crafts and spending time with her sister, Jo.

What will McCoy miss most? She replies, "I will definitely miss my co-workers – after being with many of them eight hours a day for 20 years, we felt like family. I will also miss the customers (and friends) that came to the counter each month to make payments. I want to thank Jefferson Telecom and the Daubendiek family for the opportunity to work here."

The staff at Jefferson Telecom thanks Karen for her service and hopes she enjoys her well-deserved retirement.

Jefferson Telecom Channel Lineup

Lifeline

- 3 TV Guide
- 4 CW (KCWI) - Des Moines
- 5 ABC (WOI) - Des Moines
- 6 FOX (KDSM) - Des Moines
- 7 C-Span
- 8 CBS (KCCI)-Des Moines
- 9 Local Access
- 10 WGN-Chicago
- 11 IPTV (KDIN)-Des Moines
- 12 ion Television
- 13 NBC (WHO)- Des Moines
- 16 QVC
- 17 Home Shopping Network
- 18 C-Span 2
- 19 EWTV
- 21 TBN
- 23 Jefferson Cablevision-local

Basic

- 24 Big Ten Network
- 25 ESPN
- 26 ESPN 2
- 27 ESPN Classic
- 28 USA
- 29 Nickelodeon
- 30 American Movie Classics
- 31 Comedy Central
- 32 History Channel
- 33 CNN
- 34 ABC Family
- 35 TNT
- 36 Headline News
- 37 TBS
- 38 CNBC
- 39 FX
- 40 Hallmark Channel
- 41 The Learning Channel
- 42 Disney
- 43 E!
- 44 The Weather Channel
- 45 TV Land
- 46 Spike TV
- 47 Discovery
- 48 CMT
- 49 MTV
- 50 WE
- 51 Lifetime
- 52 Animal Planet
- 53 Travel Channel
- 55 Home & Garden
- 56 SyFy
- 57 Bravo
- 58 Tru-TV
- 59 Food Network
- 60 RFD-TV
- 61 Do It Yourself (DIY)
- 62 A&E
- 95 LMN
- 96 Cartoon Network
- 97 National Geographic
- 98 VH-1
- 99 FOX News

Basic Premium Channels

- 2 HBO
- 14 Cinemax
- 15 Starz!
- 22 Encore

DTV – Local Off Air/QAM Tuner

- 5.1 ABC (WOI) 91.1
- 5.2 LWN 91.2

- 8.1 CBS (KCCI) 91.11
- 8.2 KCCI Me-TV 91.12
- 11.1 IPTV (KDIN) 92.3
- 11.2 IPTV Learns (KDIN) 92.4
- 11.3 IPTV World 92.5
- 13.1 NBC (WHO) 92.13
- 13.2 NBC Weather 92.14
- 13.3 Antenna TV 92.15
- 17.1 FOX (KDSM) 93.3
- 19.1 KDMI 93.14
- 23.1 CW (KCWI) 93.13

Expanded Basic

- 201 Nick Jr
- 202 The Hub
- 204 Gameshow Network
- 205 BBC America
- 206 FOX Soccer Channel
- 207 TeenNick
- 208 G4 Videogame TV
- 209 Science
- 210 The Golf Channel
- 211 The Outdoor Channel
- 212 Chiller
- 213 FOX Movie Channel
- 214 CLOO
- 215 Nick Toons
- 216 Lifetime Real Women
- 221 NFL Network
- 225 ESPNNews
- 226 ESPNU
- 253 Fox Business Network
- 254 E! Style
- 256 Investigation Discovery
- 257 Military Channel
- 258 Destination America
- 259 OWN
- 261 Discovery Fit & Health
- 262 A&E Biography
- 263 H2
- 264 MTV2
- 265 MTV HITS
- 267 VH-1 Classic Rock
- 602 RTN5
- 605 CBS (KCCI-Me-TV)
- 608 IPTV Learns (KDINL)
- 609 IPTV World (KDINW)
- 611 NBC Weather
- 612 Antenna TV
- 618 KDMI

Expanded Basic Plus

- 249 Disney Jr
- 250 Disney XD
- 251 Current TV
- 252 Bloomberg News
- 260 SOAPNET
- 266 CMTpure
- 268 VH-1 Soul
- 269 Fuse
- 270 Centric
- 271 Halogen
- 274 NBC Sports Network
- 275 Independent Film Channel
- 276 Turner Classic Movies
- 278 Speed Channel

Expanded Movie Groups

- 301 HBO East
- 302 HBO West
- 303 HBO 2 East
- 304 HBO Comedy East
- 305 HBO Zone East

- 306 HBO Family West
- 307 HBO Signature East
- 308 HBO 2 West
- 309 HBO Family East
- 310 HBO Signature West

- 324 More MAX East
- 325 Cinemax East
- 326 Cinemax West
- 327 Action MAX East
- 328 More MAX West
- 329 Thriller MAX East

- 352 Showtime West
- 353 Showtime 2 East
- 354 Showtime Next East
- 355 Showtime Family East
- 356 Showtime Showcase West
- 357 Showtime Women East
- 358 Showtime Extreme West
- 359 Showtime East
- 360 Showtime Too West
- 361 Showtime Showcase East
- 362 Showtime Extreme East
- 370 FLIX East
- 380 The Movie Channel East
- 381 The Movie Channel West
- 382 The Movie Channel Xtra E
- 383 The Movie Channel Xtra W

- 401 Starz! East
- 402 Starz! West
- 403 Starz! 2 East
- 404 Starz! Edge West
- 405 Starz! in Black East
- 406 Starz! Edge East
- 407 Starz! Kids & Family East
- 408 Starz! Comedy East

- 420 Encore East
- 421 Encore West
- 422 Encore Family
- 423 Encore Action West
- 424 Encore Love Stories East
- 425 Encore Love West
- 426 Encore Suspense
- 427 Encore Suspense
- 428 Encore Drama East
- 429 Encore Drama West
- 430 Encore Western East
- 431 Encore Western West
- 432 Encore Action East

Pay Per View

- 520 NFL Red Zone SD
- 521 NFL Red Zone HD

Expanded High Definition

- 601 ABC (WOI) HD
- 604 CBS (KCCI) HD
- 607 IPTV (KDIND) HD
- 610 NBC (WHO) HD
- 613 FOX (KDSM) HD
- 616 CW (KCWI) HD
- 621 NFL Network HD
- 623 Big Ten Network HD
- 625 ESPN HD
- 626 ESPN 2 HD
- 628 USA HD
- 632 History HD
- 634 ABC Family HD
- 635 TNT HD
- 637 TBS HD

- 638 CNBC HD
- 639 FX HD
- 642 Disney HD
- 648 Velocity HD
- 649 Destination America HD
- 650 Science HD
- 651 TLC HD
- 652 Animal Planet HD
- 653 Travel HD
- 654 Discovery HD
- 655 HGTV HD
- 656 SyFy HD
- 657 Bravo HD
- 659 Food HD
- 662 A&E HD
- 671 Outdoor Channel HD
- 672 HBO East HD **
- 673 Cinemax East HD **
- 674 Showtime East HD **
- 675 TMC East HD **
- 676 Starz! East HD **
- 678 Speed Channel HD *
- 694 Lifetime HD
- 695 LMN HD
- 697 National Geographic HD
- 698 Fox Business Network
- 699 Fox News HD

Music

- 701 Hit List
- 702 Hip-Hop and R&B
- 703 MC Mix Tape
- 704 Dance/Electronica
- 705 Rap
- 706 Hip-Hop Classics
- 707 Throwback Jamz
- 708 R&B Classics
- 709 R&B Soul
- 710 Gospel
- 711 Reggae
- 712 Classic Rock
- 713 Retro Rock
- 714 Rock
- 715 Metal
- 716 Alternative
- 717 Classic Alternative
- 718 Adult Alternative
- 719 Soft Rock
- 720 Pop Hits
- 721 90's
- 722 80's
- 723 70's
- 724 Solid Gold Oldies
- 725 Party Favorites
- 726 Stage & Screen
- 727 Kidz Only!
- 728 Toddler Tunes
- 729 Today's Country
- 730 True Country
- 731 Classic Country
- 732 Contemporary Christian
- 733 Sounds of the Season
- 734 Soundscapes
- 735 Smooth Jazz
- 736 Jazz
- 737 Blues
- 738 Singers and Swing
- 739 Easy Listening
- 740 Classical Masterpieces
- 741 Light Classical
- 742 Music Urbana
- 743 Pop Latino
- 744 Tropicales
- 745 Mexicana

*Must subscribe to Expanded Basic Plus. **Must subscribe to appropriate movie group to receive HD channel.

Updated: 09/19/12