



Customer Notices

Lifeline and Toll Blocking

Lifeline and Toll Blocking support is available from Spencer Municipal Utilities. These programs provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.

Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

Customers are eligible if they, or a dependent in the household participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid (Title XIX, State Supplemental Assistance)
- National School Lunch Program's Free Lunch Program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)

In addition, consumers are eligible if their household income is at or below 135% of the federal poverty guidelines.


Spencer Municipal Utilities' voice service is a Lifeline-supported service. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through

participation in one of the qualifying federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

To apply for this low-income assistance, please contact Spencer Municipal Utilities at 580.5800.

START STREAMING YOUR TV CONTENT

GET A ROKU STREAMING PLAYER HERE!



Instantly stream your favorite movies & shows to your TV.

Roku Streaming Player + HDMI cable

\$99⁰⁰

/plus tax

CAN BE INSTALLED DURING INITIAL INTERNET INSTALLATION BY AN SMU TECHNICIAN



Spencer Municipal Utilities
520 2nd Avenue East, Suite 1
Spencer, IA 51301
pc: 712.580.5800
www.smunet.net

FOR IN-HOME INSTALLATION NORMAL SERVICE RATES APPLY.

Communications Act Section 255

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers like Spencer Municipal Utilities to make its services and products accessible to people with disabilities, if such access is readily achievable. These rules implement Section 255 of the Federal Communications Act. Section 255 requires telecommunications service providers to make their services and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at 580.5800 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.



FREE YOUR MIND 

 **PROTECT YOUR DEVICE**



 **SecureIT**



Your devices are your life. Whether it's your PC, smartphone, or tablet you have loads of sensitive information on them. You don't want to worry about what could happen to them. So free your mind with SecureIT PC Internet security!


ONLY
\$7.00/MONTH



ASK US FOR DETAILS!
712.580.5800




 **SMU**
Spencer Municipal Utilities

 **Find us on Facebook**



520 2nd Avenue East, Suite 1
Spencer, IA 51301

p: 712.580.5800
www.smunet.net

 *printed on recycled and recyclable paper*