

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

MAY 2017



20th Anniversary Open House

Thank you to all who stopped by our Open House to help celebrate our communications 20th anniversary.

On May 6, 1997, voters in Spencer approved a referendum to establish a municipal communications utility to be owned and operated on behalf of citizens by Spencer Municipal Utilities (SMU).

We appreciate your business and support over the last 20 years and look forward to continuing to keep our customers connected!

SMU Communications 20th Anniversary

- MAY 6, 1997**: ACT REFERENDUM IN SPENCER. OVER 90% OF THE COMMUNITY VOTED YES TO A COMMUNICATIONS UTILITY AND VOTERS VOTED YES TO SMU OPERATING IT.
- FALL 2000**: CABLE TV SERVICE BEGINS.
- FALL 2001**: SMU STARTED OFFERING HIGH-SPEED INTERNET SERVICE WITH FOUR SERVICE PROVIDERS.
- FALL 2001**: SMU STARTED OFFERING \$80 TELEPHONE SERVICE FOLLOWED BY PUNCHED TELEPHONE IN JANUARY 2002.
- 2009-2004**: SMU EXTENDED COMMUNICATIONS NETWORK TO FOOTBALL AND SOCCER BEGINS IN MARCH 2005.
- FEBRUARY 2011**: SMU STARTED OFFERING 100MB LOCAL INTERNET SERVICE.
- 2011**: SMU STARTED BUILDING FIBER-TO-THE-HOME COMMUNICATIONS SERVICES IN SPENCER.
- SMU ALSO STARTED OFFERING TV SERVICES TO CUSTOMERS TO MATCH CABLE ENGAGEMENTS FROM WIRELESS READY DEVICES.**
- MAY 6, 2017**: 20th ANNIVERSARY

- 1999**: CONSTRUCTION BEGINS AND SERVICE BEGINS WITH CABLE TV SERVICE WITH BASIC CABLE COSTING \$9.75 A MONTH AND BASIC PLUS COSTING \$20.75 A MONTH.
- MARCH 2000**: CONSTRUCTION BEGINS COMPLETE AND ALL HOMES AND BUSINESSES IN SPENCER CITY LIMITS CAN RECEIVE SERVICE.
- JULY 2005**: SMU INTERNET SPEED WAS INCREASED TO 5.0 FROM THE ORIGINAL 3 MEGABIT SERVICE. LATER IN 2005, SMU STARTED OFFERING DVR SERVICE TO LOCAL CUSTOMERS.
- JANUARY 2002**: THE FIRST YEAR SMU CABLE CUSTOMERS COULD ENJOY THE SUPER SOUND TV WITH DEFINITION.
- JANUARY 2012**: MULTI-ROOM DVR SERVICE BECAME AVAILABLE TO CUSTOMERS.
- 2017**: TAKEN TO THE HOME COMMUNICATIONS SERVICES ARE COMPLETED FOR CUSTOMERS IN PHASE 1, WHILE PHASES 2 AND 3 ARE BEING FINISHED. THE FOURTH AND FINAL PHASE WILL BE IN BY 2017 TO COMPLETE FIBER-TO-THE-HOME COMMUNICATIONS TO THE COMMUNITY OF SPENCER.

THE SWITCH IS ON!

SMU HiDef



Closed Captioning

For immediate closed captioning concerns, contact Spencer Municipal Utilities at:

p: 712.580.5800

f: 712.580.5888

email: customerservice@smunet.net

To file a written complaint for closed captioning problems, you may file a written complaint with either the FCC or Spencer Municipal Utilities. If you file your written complaint with the FCC, the FCC will forward the complaint to Spencer Municipal Utilities.

The FCC rules establish specific time limits for filing closed captioning complaints. Your written complaint must be filed within 60 days of the captioning problem. After receiving a complaint, either directly from you or from the FCC, the video programming distributor will have 30 days to respond to the complaint. If you filed your complaint with your video programming distributor and they do not respond within 30 days, or if a dispute remains, you can send your complaint to the FCC.

You can file your complaint by using the online complaint form found at: <http://esupport.fcc.gov/complaints.htm>. You can also file your complaint with the FCC's Consumer Center by emailing: fccinfo@fcc.gov; faxing 1-866-418-0832, or writing to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554

To file a written complaint directly with Spencer Municipal Utilities:

Spencer Municipal Utilities
Telecommunications Manager
520 2nd Avenue East, Suite 1
Spencer, IA 51301
p: 712.580.5800
f: 712.580.5888

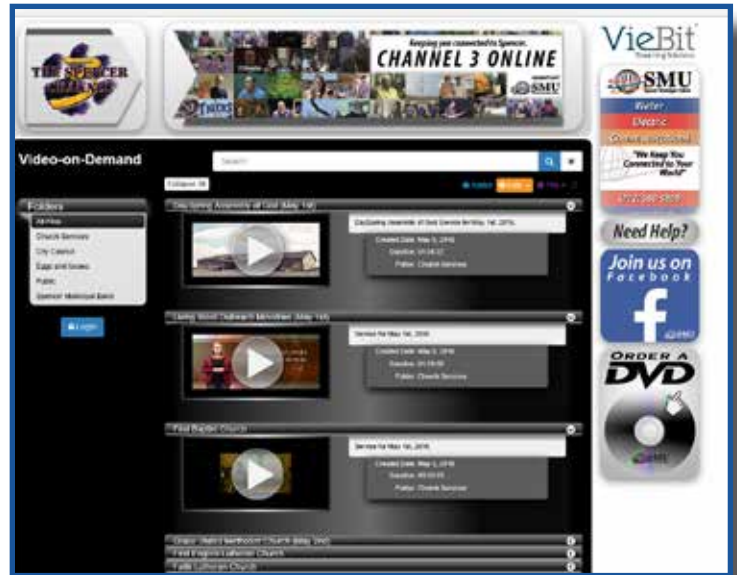
The Spencer Channel 3

Did you know you can watch Channel 3 programming online? Channel 3 online can be found in the cable section of our website at www.smunet.net.

This service comes free with a Basic cable subscription from Spencer Municipal Utilities or is available for a monthly or yearly fee. This allows you to watch Channel 3 programming, when you want through an internet ready device.

All Basic cable customers have a username and password on a bill message on their statement. Programming on Channel 3 online will not be live; it will be a delayed broadcast similar to how programming airs on Channel 3. Due to space, the programming available online will not be available for an unlimited amount of time, but there will be plenty of time to view it.

Take a look at this version of Channel 3, and if you have questions using it, or if you don't have Basic cable and would like to take advantage of this service, give us a call at 580.5800.



Find us on Facebook



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

p: 712.580.5800

www.smunet.net

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