

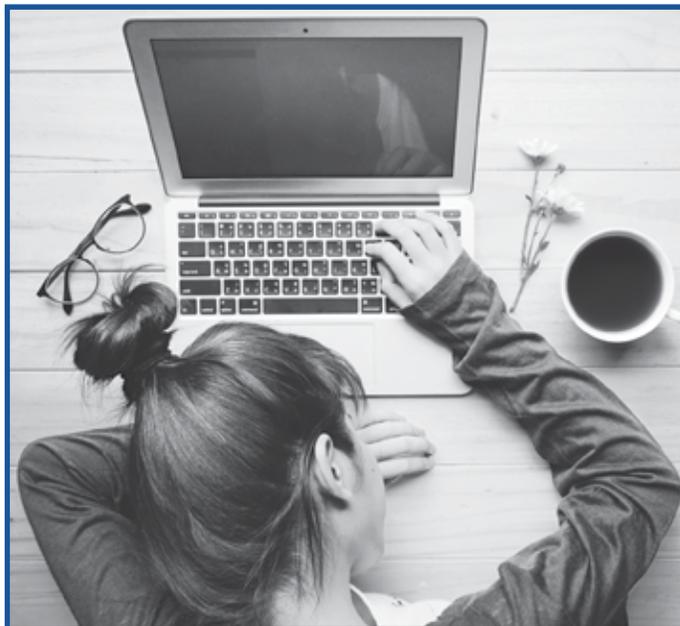


Best Practices for Completing a Speed Test

Here are a few tips we recommend to get an accurate test of your upload and download speeds:

- Run the speed test from a wired device that is capable of supporting the speed that you are testing.
- Pick a geographic location close to you. The speed test server that is hosted by SMU, speedtest.smunet.net, will give you the most accurate results.
- If possible, do not run a speed test on a wireless device; there are many variables that can affect the results.
- Run the test when no other devices are using the internet connection.

If you have questions on completing a test, or questions on your results, feel free to contact our customer service center at 580-5800.



NOTICE SLOWDOWNS ON YOUR WI-FI NETWORK?

Spencer Municipal Utilities offers fast Internet speeds, but if your wireless router is several years old, it could be slowing down your network. For optimal Wi-Fi performance, rent a router from SMU.

**RENT A ROUTER FOR ONLY
\$5.00 PER MONTH***

CALL 712.580.5800 TO LEARN MORE.



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

*Contact us for details.

Spring Sun Outages

Twice each year, in the spring and in the fall, cable companies experience a phenomenon known as "sun outages." Basically a sun outage occurs when a satellite from which we receive TV programming becomes directly in line with the Sun, and interference from the Sun's electromagnetic rays create reception issues for the satellite signals.



SMU expects to see sun outages on its satellite delivered networks on or about February 28 through March 7 from approximately 10am to 4pm. During an outage, TV pictures might become filled with static or in some cases disappear completely.

Unfortunately, there's nothing that can be done to prevent sun outages. In most cases, the signals are restored within a few minutes. We appreciate your patience during these sun outages.

Pay Your Bill the Easy Way!

If writing checks is not one of your favorite pastimes, SMU's Bank Payment Plan is for you!

When you sign up for SMU's Bank Payment Plan, your charges will be automatically deducted from your checking or savings account on the due date. You'll still receive your bill like always, but you won't have the hassle of writing a check and mailing a payment.

The form to sign up is available on our website at www.smunet.net.

Start paying your bills the easy way in 2017!



Cable Programming Agreement Update

Several of our cable TV programming agreements were up for renewal in 2016. Each of these agreements resulted in an increase in the costs we pay for programming and one that is currently pending could result in channel additions as part of the renewal process. We anticipate adopting a Basic Plus cable TV rate increase to recover a portion of these increased costs. Our last rate increase for this level of service was effective June 1, 2014. Once final negotiations are completed and our programming costs are quantified, we'll be proceeding with a rate increase.



Find us on Facebook



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