

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

SEPTEMBER 2017



Sun Outages October 5-14, 2017

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 approximately October 5th through October 14th from approximately 12pm 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.



2017 SMU Telephone Directory

The 2017 SMU telephone directories have been delivered. If you were somehow missed or need an extra copy, stop by our office during normal business hours Monday-Friday from 8am-5pm and pick one up!



CCF Today Show

Each of the nine days of the Clay County Fair, SMU's Spencer Channel 3 produced a daily highlight show and you may have seen our cameras out around the fair. If you missed the programming during the fair, you can log into the online channel and watch it when it is convenient for you.

If you need help logging in, contact our customer service center at 580-5800. If you'd like a DVD copy of any of The Spencer Channel 3 programming, you can also contact us at 580-5800 and we'll be glad to get an order put together for you!



Lifeline and Toll Blocking

Spencer Municipal Communications Utilities offers Lifeline program-supported service to qualified low-income residential consumers for one telephone line or qualifying broadband internet access service (BIAS) per eligible household.

The Lifeline program provides discounts to eligible low-income consumers to help them establish and maintain telephone service or qualifying BIAS. 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.

Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Veteran's Pension and Survivor Benefit

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, consisting of either telephone or BIAS. A household is defined, for purposes of the Lifeline program, 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.

The basic services described above are offered to all consumers in SMU's service area. If you have any questions regarding communications services, please call SMU's office at (712) 580-5800.

smunet.net Email Addresses Will See Changes Ahead

Customers with smunet.net email addresses can expect to see more information coming on an upgrade to SMU's email system before December 1 of this year.

While the actual email addresses will not change, customers can look forward to an email platform with added benefits like a calendar with the ability to sync, increased storage and a much more user-friendly system. SMU knows customers will be pleased with how easy the new platform will be to use.

There will be a transition period ahead for each individual email address and customers can watch for a letter and information from SMU including instructions on how to migrate each email address. This will arrive at the same address statements are sent each month.

If you are no longer using your smunet.net email address, please contact our customer service center at 580.5800 and let us know so we can inactivate it as part of the migration process.

We are looking forward to all of the benefits this upgrade will bring to our customers and their email experience!



Find us on Facebook



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