

# THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

NOVEMBER 2017



## Retransmission Negotiations

**A**re you frustrated by rising cable prices? You're not the only one. Spencer Municipal Utilities' goal is to keep costs as low as possible for you and the programs you enjoy on the air.

Sometimes, there are factors beyond our control that impact costs. One factor is broadcast TV fees. Over the coming months, we will be negotiating fees with corporate broadcasters for the rights to carry broadcast signals from ABC, CBS, FOX and NBC.

We strive to reach fair agreements with corporate broadcasters that allow access to the TV programs you have come to love and expect to watch – with the goal of reducing the threat of blackouts or unreasonable monthly fees.

That can be challenging when it comes to these negotiations as broadcast TV fees are a growing source of income for corporate broadcasters. They are not members of our community, so they are not negatively impacted by the outcomes of these negotiations as we all are.

While it is too early to know how these negotiations will turn out, SMU wants to make clear that we are focused on making sure our customers can watch local news, enjoy family night in front of the TV, and cheer on your favorite sports teams.

We know you have many choices for TV and video viewing, and we share your desire for the lowest price for quality TV programming. We will continue to keep you informed about these negotiations over the next few months.



## KEEP *the* CONNECTIONS

As your neighbor and local cable company, we want you to keep the connections with us and the programs you love. When we negotiate with large corporate broadcasters for the rights to carry their TV stations, we fight on your behalf to keep costs low and programs on the air. But we all lose when they use their market power to keep raising rates at your expense without any choice.

Learn more at [KeepTheConnections.com](http://KeepTheConnections.com)

## Smunet.net Email Changes Ahead

SMU internet customers with a smunet.net email address(es) should have received information in the mail as well as an email about an upgrade we are making to our email system on November 28th.

While the actual email address 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 with Email Plus.

The letter email customers received in the mail as well as their email, have the instructions to begin the transition process.

If you are no longer using a 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. To help with a smooth transition, you may want to clean up your mailbox ahead of time to minimize duplication of emails after the transition.

The letter and email also shared these links to more information on the new system. If you'd like to start getting familiar with the instructions between now and then, here is the web address for the details on setting up your mail client on various devices: <http://support.hyperoffice.com/index.php/en/setup-mail>, and here is the link to the FAQ: <http://support.hyperoffice.com/index.php/en/email-plus-faq>.

Once the upgrade has taken place, you will have until December 8th to complete the transition process, or the email account will become inactive.

If you have questions at any time during this process, feel free to contact our customer service center at 580-5800 Monday-Friday from 8am-5pm. We are looking forward to all of the benefits this upgrade will bring to our customers and their email experience!

## New Channels

**On November 30th, we'll be adding several new channels to our cable lineup. IPTV Kids will be on channel 99 in the Basic cable package. We'll also be adding KPTH Stadium on channel 90 in the Basic cable package. The Olympic Channel will also be added to the lineup on channel 141 in the SD Plus cable package and on channel 341 in the HD Plus package.**



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