

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

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Retransmission Negotiation Update

Retransmission negotiations, which are the fees we negotiate with corporate broadcasters for the rights to carry broadcast signals from ABC, CBS, FOX and NBC, are complete for 2017.

The good news is that customers will still be able to watch content from each of them, which was one of our goals in negotiations.

The other goal was to keep the rates as affordable as we could because we know that is important to our customers. After negotiating the best we could, basic cable customers will see an increase in the monthly rate to \$24.50 beginning March 1, 2018. Basic plus cable customers will see an increase to \$59.25 each month beginning March 1, 2018 to cover programming

increases associated with those channels. A couple premium packages will also see increases due to an increase in programming costs so beginning March 1, 2018, Showtime/TMC will be \$13.00 a month and Cinemax will be \$7.50 a month.

There will also be some changes to cable box pricing beginning March 1, 2018. SMU will be charging \$3.00 a month for each standard definition box. In the past we were able to offer the first one to customers for free. We will also no longer have discounted pricing for non HDMI HD and DVR digital boxes.

While it is unfortunate there were changes to the basic cable lineup, we are happy to have an ABC, CBS, FOX and NBC option for our customers at a more affordable price.



Ever wondered about the cost that make up your monthly video bill?

As a municipal communications utility, we're invested in our community and our customers. Network fees dramatically increase each year affecting your monthly bill. Here is an inside look to understanding the economics of the TV business.

A significant portion of your SMU video bill is passed on to network and broadcast station owners. Each provider like SMU is charged a fee per channel, per month, per customer for the right to provide that station or network to its customers. All satellite and TV providers pay each network owner a fee for every household that receives a particular network-regardless of whether anyone in the household actually watches it.



Still Have Questions? We can help, feel free to contact our customer service center at 580.5800.



BROADCAST FEES
like ABC, CBS, FOX & NBC

CABLE NETWORK FEES
like ESPN, TNT, USA &
Comedy Central

COST OF SERVICE
like upgrading
infrastructure, service
calls, employees & cable
plant maintenance



Monthly SMU Video Bill

Smunet.net Email Change

SMU internet customers with a smunet.net email address(es) made the switch to a new email system on November 28th.

If customers still have questions regarding the new system, feel free to contact our customer service center at 580-5800 Monday-Friday from 8am-5pm. We hope you are enjoying all of the benefits this upgrade has offered!

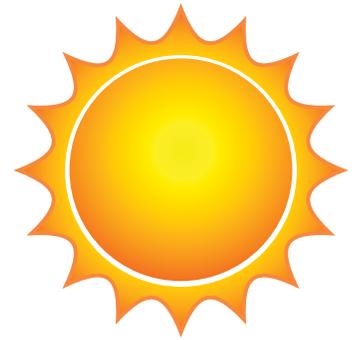


Sun Outages

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 4:30pm. 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.



Meltdown and Spectre-What You Need to Know

By now, you have probably heard about Meltdown and Spectre in the news and we want to help customers be educated on what they are and what can be done.

Computer researchers have recently found out that the main chip in most modern computers-the CPU- has a hardware bug. It's really a design flaw in the hardware that has been there for years. This hardware bug allows malicious programs to steal data that is being processed in your computer memory. Normally, applications are not able to do that because they are isolated from each other and the operating system. This hardware bug breaks that isolation and can affect desktops, laptops, tablets, smartphones and cloud computing.

There are patches available for these and more are becoming available so it is important to update devices with the latest security fixes and to watch for updates. What we suggest in the meantime is to be extra careful and think before you click.

If you are looking for additional information, a good source is:
<https://meltdownattack.com/>.



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