

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

SEPTEMBER 2018



Sun Outages October 6-11, 2018

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 6 through October 11 from approximately 11am to 3pm. 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.



2018 SMU Telephone Directory

The 2018 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!



A device in every hand requires **strong Wi-Fi in every room**

Do you have places at home with only a weak Wi-Fi connection? You need Managed Wi-Fi. This monthly service includes a specially selected router for expanded coverage plus ongoing network support. You'll be equipped to handle all your devices, throughout your home.

Sign up for Managed Wi-Fi
and get the first month **FREE***
Call 712-580-5800



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

*Service availability will depend on location. Installation charges apply. Certain restrictions apply. Contact us for complete details. Offer good through November 2, 2018.

Clay County Fair 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.

HOME WI-FI 101

WHO: SMU internet customers
WHAT: Come learn from our experts on how to have a safe and better internet experience
WHEN: Monday, October 1, 2018 5:15pm
WHERE: Spencer Municipal Utilities Spencer Room at the North Entrance

FREE! THERE IS NO COST TO ATTEND, BUT SPACE IS LIMITED SO LETTING US KNOW IF YOU WANT TO SAVE A SPOT IS IMPORTANT BY CALLING US AT 580.5800 BEFORE SEPTEMBER 27TH!

 **SMU**
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