

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

MAY 2018



Email Phishing Attempts

Email is one way you can fall victim of a scam. You may get an email that could even be looking for information to your SMU email account. Please note we do not ask for personal information like passwords and date of birth via email.

If you believe you have been targeted by a scammer through email, we suggest deleting any emails from utility companies you do not have service with. Also, delete all suspicious emails that require immediate action to verify or demand personal information (even if it looks like it came from us at a quick glance). If you feel you have received an email from SMU and you aren't sure if it is really from us, you can always contact us by phone to verify we sent it.



The Spencer Channel 3

Did you know you can watch Channel 3 programming online? Channel 3 online can be found in the cable section of our website at www.smunet.net.



This service comes free with a Basic cable subscription from Spencer Municipal Utilities or is available for a monthly or yearly fee. This allows you to watch Channel 3 programming, when you want through an internet ready device.

All Basic cable customers have a username and password on a bill message on their statement. Programming on Channel 3 online will not be live; it will be a delayed broadcast similar to how most programming airs on Channel 3. Due to space, the programming available online will not be available for an unlimited amount of time, but there will be plenty of time to view it.

Take a look at this version of Channel 3, and if you have questions using it, or if you don't have Basic cable and would like to take advantage of this service, give us a call at 580.5800.

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.



Closed Captioning

For immediate closed captioning concerns, contact Spencer Municipal Utilities at:

p: 712.580.5800

f: 712.580.5888

email: customerservice@smunet.net

To file a written complaint for closed captioning problems, you may file a written complaint with either the FCC or Spencer Municipal Utilities. If you file your written complaint with the FCC, the FCC will forward the complaint to Spencer Municipal Utilities.

The FCC rules establish specific time limits for filing closed captioning complaints. Your written complaint must be filed within 60 days of the captioning problem. After receiving a complaint, either directly from you or from the FCC, the video programming distributor will have 30 days to respond to the complaint. If you filed your complaint with your video programming distributor and they do not respond within 30 days, or if a dispute remains, you can send your complaint to the FCC.

You can file your complaint by using the online complaint form found at: <http://esupport.fcc.gov/complaints.htm>. You can also file your complaint with the FCC's Consumer Center by emailing: fccinfo@fcc.gov; faxing 1-866-418-0832, or writing to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554

To file a written complaint directly with Spencer Municipal Utilities:

Spencer Municipal Utilities
Telecommunications Manager
520 2nd Avenue East, Suite 1
Spencer, IA 51301
p: 712.580.5800
f: 712.580.5888

HD Programming Misconception

SMU has many channels available in HD (high definition) in our channel lineup. One misconception that some customers have is that if they are watching TV programming on an HD TV, they are watching their programming in HD.

This however, is not true. Owning an HD TV means it is capable of letting you view HD programming. In order to truly get the benefit of your HD TV, you also need to view HD programming. Some customers subscribe to an SD box to view additional programming and the on-screen guide. The SD (standard definition) box also does not provide HD programming content.

Are you taking full advantage of your HD TV? Take a look at the HD channels available in our lineup by visiting our website at: www.smunet.net and start viewing programming in HD with an HD box for only \$5.00 per month.



Find us on Facebook



520 2nd Avenue East, Suite 1
Spencer, IA 51301

p: 712.580.5800

www.smunet.net

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