

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

MAY 2019



FTTH Update

Outside construction is taking place in the last phase of Fiber-to-the-Home (FTTH) communications in Spencer. Spencer Municipal Utilities started on the fourth and final phase last fall and work has been continuing this spring as soon as the weather allowed.

Customers in this area can watch for more information as we schedule outside construction throughout the area. SMU will also contact customers once we are ready to start setting them up with FTTH service.

We are looking forward to completing this multi-year project to better serve the community of Spencer!



The Spencer Channel 3

Did you know you can watch Channel 3 programming in HD 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 for those living farther away. 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.



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:

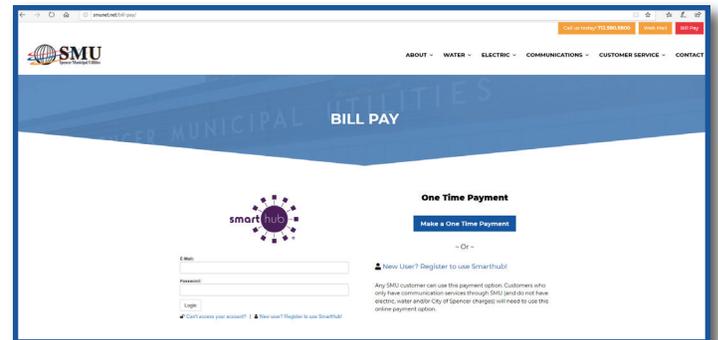
Spencer Municipal Utilities
Telecommunications Manager
520 2nd Avenue East, Suite 1
Spencer, IA 51301
p: 712.580.5800
f: 712.580.5888

New Billing Software: Changes for Communication Customers

Spencer Municipal Utilities has transitioned to a new billing software provider for our utility accounts.

Eventually the communications statement will be combined with it, and both statements already share the same due date. Until the statements are combined, you will still receive the separate blue statement each month with all of your communication details.

As part of our billing conversion process, SMU communication customers will no longer be able to pay their bill securely by phone. However, there are several other convenient payment options available including paying statements through automatic bank draft, cash or check, or online through SMU's website. Once billing systems are completely combined next year, we will be able to securely take communication payments by phone.



If you need assistance on figuring out the best method to pay your SMU communication services, please contact our customer service center at 712.580.5800. Continue to watch for more information on this transition as we are looking forward to improving our service to customers!



Find us on Facebook



520 2nd Avenue East, Suite 1
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www.smunet.net

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