

# THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

JULY 2019



## FTTH Update

Outside construction is continuing 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 summer. Customers in this area can watch for more information as we schedule outside construction throughout the area.

One question customers often ask is “how do I know if I can remove the flags?” and when outside construction is finished in the area for the FTTH project, the flags will be removed.

There are several stages to completing this final phase, just like the previous phases, and when we are ready to set up an appointment to convert an address to fiber, we’ll contact customers to find a convenient time. When the fiber is connected to the service address, there is still work to be completed before we are ready to get the updated service installed.

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



## Outside Home Improvement Projects

If you have plans this summer to install new siding or upgrades to the outside of your home near SMU’s equipment, give us a call and we will remove it before the project free of charge and re-install it again when the work is complete. It is important to plan ahead so we can get it scheduled when it is convenient during your project as we may not be able to get to it right away when a call is received. Let us help with your project to prevent damaged equipment!



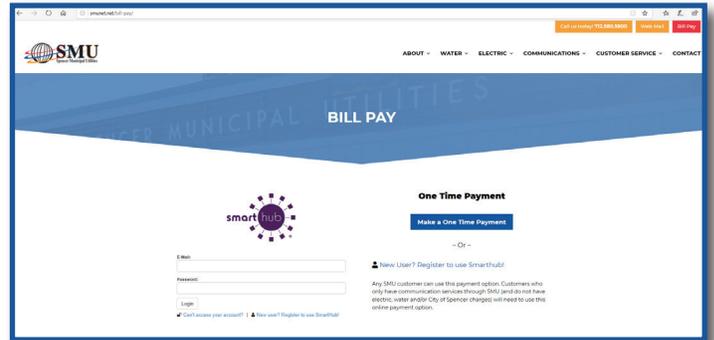
# New Billing Software: Changes for Communication Customers

Spencer Municipal Utilities has transitioned to a new billing software provider for our utility accounts and both utility statements and communication statement share a due date of the 20th of the month.



Just a reminder on several convenient options for making payments:

- Automatic bank draft-customers already on automatic bank draft will not need to do anything different when playing SMU statements. The amount due will automatically be taken out of the account set up on the due date. If you haven't signed up for this option, and would like to, feel free to contact our customer service center at 712.580.5800.
- Payments can be made securely through our website and the SmartHub app. Communication customers with a utility account, can make a payment by signing into their SmartHub account. Communication customers who do not have a utility account, can use the 'One Time Payment' option.
- Our drop box, which is located in our parking lot, is available to drop off a payment any time.



- Our customer service center is available Monday-Friday from 8:00am-5:00pm to take payments.

At this time, SMU communication customers are not able to pay their bill securely by phone. Once billing systems are completely combined next year, we will be able to securely take communication payments by phone.

Eventually the communications statement will be completely combined with utility services, however until then; you will still receive the separate blue statement each month with all of your communication details.

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!

## Communications Act Section 255

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers like Spencer Municipal Utilities to make its services and products accessible to people with disabilities, if such access is readily achievable. These rules implement Section 255 of the Federal Communications Act. Section 255 requires telecommunications

service providers to make their services and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at 580.5800 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.



Find us on Facebook



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

p: 712.580.5800

[www.smunet.net](http://www.smunet.net)

printed on recycled and recyclable paper