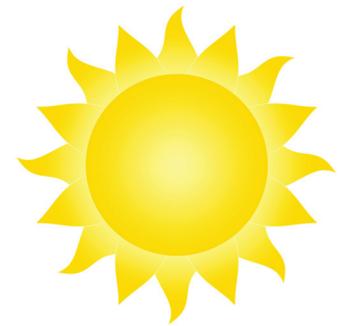


THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

SEPTEMBER 2019



Sun Outages October 6-12, 2019

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 12 from approximately 10:00am to 4:00pm. 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.

Another thing that can affect cable signal at times is the atmospheric conditions—specifically humidity. Signals can bounce off the moisture in the air and create signal issues. At times our cable customers experience this throughout the year. Unfortunately we can’t do anything to prevent atmospheric conditions and signals are restored when weather conditions improve.

2019 SMU Telephone Directory

The 2019 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!



Update on Phase IV Fiber to the Home Construction

Construction on the 4th and final phase of Fiber-to-the-Home construction started in Spencer last fall. The main construction is about three-fourths complete with plans for wrapping up most of the main construction later this fall.

This project has several stages to the project just like the completed phases experienced. We plan to continue working on customer conversions later this fall and they will continue well into 2020.

SMU will be contacting customers when their service address is ready for conversion.

We look forward to providing this next level of service for the entire community of Spencer!



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.

Iowa High School Sports Online

The Iowa High School Sports Network (IHSSN) in conjunction with the Iowa High School Athletic Association (IHSAA) recently announced a plan that will now allow boys state events for football, wrestling and basketball to be streamed live for free on the IHSSN website, ihssn.com.

Not only will the finals be streamed, but the semifinals for football, wrestling, and basketball, will be as well. They will also be digitally archived and available at no charge. For customers who want to own their favorite game, digital downloads will also be available for purchase.

Now SMU customers will now be able to watch this programming for no additional charge. For more information visit ihssn.com.



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 and we'll be glad to get an order put together for you!



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