



Having Wi-Fi problems? Make sure your router is up to date!

If you're like most people, you connect to the Internet at home using a Wi-Fi connection. Since most of your devices—whether they're smart phones, tablets, or laptops—are designed to be used wirelessly, the only way to get online with them is by connecting them to the device that provides the Wi-Fi signal in your home.

This device is usually called a router, but you might also hear it called a gateway, a modem, or an access point. The name doesn't really matter, but the device itself has a big impact on the quality of your home Wi-Fi.

If you're not getting the performance you expect, the first thing to check is whether your router is based on old technology. If files take forever to download, streaming videos don't display smoothly, and you have trouble connecting to Wi-Fi in some areas of your home, then there's a good chance an old router is the culprit.

All routers are NOT created equal

The fact is, all routers are not created equal. If your router is even just a few years old, it's out of date. And that means you are not getting the most out of the new wireless devices you've invested in, which are designed to work best when they're using the latest Wi-Fi technology.

It also means you're not getting your money's worth from your Internet service, because your old router is preventing you from getting the speed and performance you're paying for.

New technology, better performance

So why are the new Wi-Fi routers so much better? They're based on new technology (the 802.11ac standard) that offers major performance improvements you'll really notice when you're online.

First of all, these new routers are faster. The maximum speed provided by routers based on the old standards (802.11b/g/n) is 450 Megabits per second or less. The new



routers are capable of providing speeds of up to 1330 Megabits per second (or 1.3 Gigabits per second).

While you won't always get the maximum speeds possible, an up-to-date router is two or three times faster than routers using old technology. This makes a noticeable difference, especially when you're downloading large files from the Internet, gaming online, or watching a movie from a streaming service like Netflix. This even applies when two, three or four people are connected to your home Wi-Fi at the same time.

The latest routers also give you better range, which means you enjoy a better Internet experience even when you're far away from your router. They do this using a new technology that detects where a device is and then sending a stronger signal in the direction of that device.

Contact your service provider

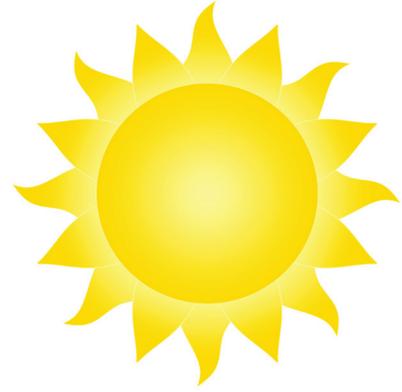
As you can see, the latest routers provide some big advantages and improvements over Wi-Fi routers that are using old technology. So if you're not happy with the performance of the Wi-Fi in your home, contact us to see what the options are to give you the best performance possible.

Sun Outages March 1-7, 2020

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 on or about March 1 through March 7 from approximately 11am to 6:00pm. 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.



Bill Pay the Easy Way in the New Year

With the New Year nearly here and resolutions in the plans for 2020, you may be thinking of switching to an easier way to pay your bills. We have an option that is easy.

Sign up for automatic bank draft. When this is set up on your account, the amount due will automatically be taken out of your bank account on the due date. You'll still get a statement each month to review charges, you just won't need to remember to pay the bill. To sign up for this option, there is an ACH form to fill out along with providing us with a voided check.

For a copy of the form, visit our website at smunet.net or stop into our Customer Service Center and get started paying bills the easy way!



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