

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

MAY 2020



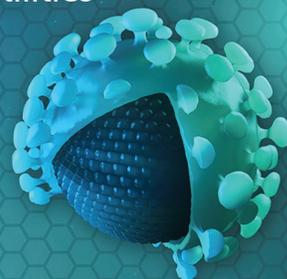
SMU's Response to COVID-19

At Spencer Municipal Utilities, we continue to monitor the potential impacts of the Coronavirus (COVID-19) on the services we provide to the community. A few changes to our normal business practices until further notice to note are:

- If you are moving to a new address in Spencer during this time, please contact us before you move so we can get all of the utilities set up ahead of time. If we need to enter the new address, we need to do it when it is empty before you have moved in.
- If you've got a project planned that involves digging, we are continuing with locates during this time as Iowa One Call remains fully operational so call or click to schedule locates.
- If you have questions on how to pay your bill without coming into our customer service center, give us a call and we can walk you through the process that is best for you by phone at 712-580-5800.

Spencer Municipal Utilities Response

CORONA VIRUS
COVID-19



- If unable to pay a bill during this time, please contact us before the due date to set up a payment arrangement.
- We also offer a budget billing option to help with planning your budget each month. Please contact our office to see if your account qualifies.

For more information and updates, visit 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

New Billing Software Update

You may recall we are working towards combining our communication and utility accounts on the same statement with our new billing software provider. We are still moving towards this and will keep you updated along the way. In the meantime, please make sure we have the most up-to-date contact information associated with your account.



Fiber-to-the-Home Update

Work continues on the fourth and final phase of Fiber-to-the-Home (FTTH) communications in Spencer. As with the other phases, there are several stages throughout the construction process. Once we are able to resume work in customer homes, customers in this area can expect to hear from us to schedule an appointment to convert their service address.

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

KEEP CALM and Avoid Coronavirus Scams

Here are **5 things** you can do to avoid a Coronavirus scam:



Ignore offers for vaccinations and home test kits.

Scammers are selling products to treat or prevent COVID-19 without proof that they work.



Hang up on robocalls.

Scammers use illegal sales call to get your money and your personal information.



Watch out for phishing emails and text messages.

Don't click on links in emails or texts you didn't expect.



Research before you donate.

Don't let anyone rush you into making a donation. Get tips on donating wisely at [ftc.gov/charity](https://www.ftc.gov/charity).



Stay in the know.

Go to [ftc.gov/coronavirus/scams](https://www.ftc.gov/coronavirus/scams) for the latest information on scams. Sign up to get FTC's alerts at [ftc.gov/subscribe](https://www.ftc.gov/subscribe).



Federal Trade Commission

If you see a scam, report it to
[ftc.gov/complaint](https://www.ftc.gov/complaint)

Attn: Customers With smunet.net Email

In the last Communicator, we alerted Internet customers with an smunet.net email address to watch for more information



regarding their email addresses. All customers with an smunet.net email address should have received a letter in the mail regarding transitioning to a new email provider. As of June 1, 2021, we will no longer be providing email delivery to customers.

Once customers have a new email address to pass along for future communication from SMU or if they have questions, feel free to contact our customer service center at 580-5800 Monday-Friday from 8am-5pm.



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www.smunet.net



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