



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 up to \$9.25 per month. 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 their household income is 135% or less of the federal poverty guidelines or if 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

All subscribers must apply for Lifeline with the Lifeline National Verifier. If not approved electronically, applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. For more information on how to apply go to the Lifeline website: <https://www.lifelinesupport.org> for details.

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.

Attn: Customers with smunet.net Email

As your internet service provider we have also provided customers with email service. As of June 1, 2021, we will no longer be providing email service for customers. Our great internet service will continue for years to come and works with any email provider. SMU internet customers with an @smunet.net email address(es) need to transition to a new email provider. This transition will take some time as there are many types of accounts tied to an smunet.net email address. There are also many personal contacts that will need to know your new email address.

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.



RETRANSMISSION NEGOTIATIONS WRAP UP 2020

Spencer Municipal Utilities is once again working on retransmission negotiations for various broadcast and cable signals. Our goal is to keep costs as low as possible for you and to keep the channels you enjoy without duplication.

Sometimes, there are factors out of our control that impact the negotiations. One of those is broadcast TV fees. Many may remember when these channels were free, but we've been paying for them each year since 2009. Another factor out of our control is whether the networks allow in-market and out-of-market channels. We live in an area close to several neighboring markets and this continues to impact negotiations each time the contracts are up for renewal. We have been and will continue to negotiate fees with corporate broadcasters for the rights to carry signals from ABC, CBS, NBC and FOX.

Our goal is also to reduce the threat of blackouts and unreasonable monthly fees. Based on the negotiations that have been completed, we know there will be a rate increase in early 2021. While it is too early to know how all of these



negotiations will turn out, we want you to know we share your desire for the lowest price for quality TV programming. We will continue to keep you informed about these negotiations over the next few months.

FTTH Update

We know internet connectivity is important and we are working on finishing up the fourth and final phase of Fiber-to-the-Home (FTTH) communications in Spencer. We have resumed scheduling installations to finish converting customers to FTTH. Customers in this area can expect to hear from us when we are ready to convert their service address.

We are looking forward to completing this multi-year project to better serve the community of Spencer and keep our customers connected!



New Ultimate TV from SMU

SMU's new Ultimate TV service is an update to our current video service. With this new service customers will enjoy features like Restart TV, a program guide on each TV, an app for iOS and Android devices and more!

We are starting to convert customers to this new service as we have time to schedule installations. Watch for more information in the new year on this new service!

Need a gift idea for someone on your list
this holiday season?



*Give a gift certificate from
Spencer Municipal Utilities!
Contact us for details!*



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

p: 712.580.5800

www.smunet.net

printed on recycled and recyclable paper