

# THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

JANUARY 2021



## Retransmission Negotiations Complete

Spencer Municipal Utilities has been working on tv retransmission negotiations for various broadcast and cable signals up for renewal over the last few months and they have recently been completed along with the details of the contracts.

Our goals during negotiations are to keep costs as low as possible for customers and to keep the channels customers enjoy without duplication. However, there are factors out of our control that make an impact on the outcome, like costs for broadcast and cable TV programming and whether networks allow in-market and out-of-market channels.

All SMU TV customers noticed the following channel changes in the basic cable package on January 14th:

KEYC CBS, KEYC FOX and KSFY ABC were removed from the lineup and KPTH FOX was added to the lineup on channel 5 and 205 for cable TV customers and channel 5 for Ultimate TV customers. These changes will continue to give customers an ABC, CBS, NBC and FOX signal in the basic package. WGN was also added to the lineup on channel 14 and 214 for cable TV customers and channel 100 for Ultimate TV customers.



The following channels were also added:

- MyNetworkTV is on channel 91 for cable TV customers and on channel 87 for Ultimate TV customers in the Basic package.
- ChargeTV is on channel 92 for cable TV customers and on channel 88 for Ultimate TV customers in the Basic package.
- Stadium is on channel 93 for cable TV customers and on channel 89 for Ultimate TV customers in the Basic package.

Tennis Channel will be added on channel 142 in SD and channel 230 in HD in the Basic Plus package for cable TV customers and on channel 41 in the Expanded Basic package for Ultimate TV customers by early February.

We appreciate our customers patience and support during this time.

## Attn: Customers With smunet.net Email

Now that it is 2021, SMU internet customers with an @smunet.net email address(es) only have a few more months until June 1st to transition to a new email provider. SMU will no longer be providing email delivery to customers after this summer. We will be continuing our great internet service which works with any email provider. This transition takes some time as there are many types of accounts tied to an email address. There are also many personal contacts that will need to know your new email address. If you aren't sure where to start, visit our website: [smunet.net](http://smunet.net) and look for the email transition information.

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.



## Sun Outage February 24-March 7, 2021

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 our satellite delivered networks on or about February 24-March 7 from approximately

11:00am 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.



## FTTH Update

In 2021 we have plans to complete the 4th and final phase of Fiber-to-the-Home (FTTH) communications here in Spencer. We know internet connectivity is important to customers for learning, working, gaming and more from home. Customers who haven't been converted yet, will hear from us when we are ready to convert their service address.

We are looking forward to completing this multi-year project in 2021!

## New Billing Software Coming in New Year

As 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 combining statements and expect that to happen this summer.

In the meantime, please make sure we have the most up-to-date contact information associated with your account.



**NOTICE SLOWDOWNS**  
ON YOUR **WI-FI** NETWORK?

**TIME TO GO A NEW ROUTE WITH A NEW ROUTER**



520 2nd Avenue East, Suite 1

Spencer, IA 51301

p: 712.580.5800

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

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