

# THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

MAY 2021



## Attn: Customers With smunet.net Email

SMU internet customers with an @smunet.net email address(es) only have a few more days before their address is deactivated. SMU will no longer be providing email service after June 1. We will be continuing our great internet service which works with any email provider. If you contact us through email, our corporate email addresses won't be changing.

Please be sure we have a current email address and phone number associated with your SMU accounts. If you have any questions, feel free to contact our customer service center at 580-5800 Monday-Friday from 8am-5pm.



## 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](mailto: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



## Fiber-to-the-Home Update

Work continues on the fourth and final phase of Fiber-to-the-Home (FTTH) communications in Spencer. Customers in this area will hear from us regarding setting up an appointment to convert their service address as we are working towards final completion of this phase. We appreciate customers helping us get these scheduled!

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



## New Ultimate TV from SMU

SMU's new Ultimate TV service is an update to our current video service. We have been starting to transition customers to this new service. If we haven't converted you yet, we'll contact you when we are ready to do so.

With this new service customers will enjoy features like Restart TV, a program guide on each TV and more!



## New Billing Software Coming Soon

We are working towards combining our communication and utility accounts with the same billing platform our electric billing uses. This will allow communication customers to be able to utilize the payment options currently available with our electric billing including the full features of SmartHub. In the meantime, please make sure we have current phone number(s) and email addresses associated with your accounts with us.



Find us on Facebook



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Spencer, IA 51301

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

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