

### Equipment Compatibility

One of the reasons you subscribed to SMU TV is that we offer many more channels of programming than you are able to receive off-the-air. In all cases a set-top box will be required for each TV for up to \$5.00 per month.

The converters we use can be operated with a hand-held remote control device which we include as part of our services with a box. It is also possible that the remote control that came with your TV or a universal remote you have purchased is capable of controlling our boxes as well. For information on the remotes we have available, visit our website at [www.smunet.net](http://www.smunet.net).

The programming you enjoy through SMU is delivered through a complex series of electronic components and many miles of fiber installed throughout the community of Spencer. For each channel, SMU has to receive signals to process and convert for distribution to our customers.

### Closed Captioning

For immediate closed captioning concerns, contact Spencer Municipal Utilities at:

p: 712.580.5800

f: 712.580.5888

email: [customerservice@smunet.net](mailto: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  
45 L Street NE  
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

### Personal Information

As a communication subscriber, there are some forms of personal information that will be collected in connection with and operation of SMU's communications services. This information includes: your name, both physical and mailing address, loaned or returned equipment, service record, social security number and driver's license number, employer and any complaints. It is important to make sure we always have a current phone number to contact you regarding your account. This information may not be disclosed for any purpose without your consent except as described in this statement. Collected information, as well as delivery or maintenance services and equipment, billing, accounts, collection, advertising, or detection of unauthorized reception of communications services, is necessary to provide our communications service or other services to you and to conduct legitimate business activities related to our communications system. This information will be maintained for a minimum of five years after the end of service.

In addition to these activities, this information may be disclosed on a day-to-day basis to employees or agents of our system, including, but not limited to sales or marketing personnel, billing or collection services, auditors, accountants, attorneys, lenders, programmers and regulatory agencies. Your name and address may also be disclosed to program guide suppliers or other non-cable services so that you may receive programming guides or other services.

This disclosure will not indicate the extent or type of any use you make over the system. If you wish for us to limit or prohibit this disclosure, you must notify us in writing that you do not want the information released. Information personally identifying you may also be disclosed after notice to you if required by a court order authorizing such disclosure or as required by an agency having jurisdiction over the utility or as otherwise required by law. Information that personally identifies you shall be maintained by our office for as long as necessary for the purpose for which it was collected.

You may have access to review and correct this information in our Customer Service Center at any time during normal business hours. Please contact us in advance if you wish to review your records.

### Customer Proprietary Network Information

The Federal Communications Commission (FCC) has adopted rules pertaining to the Customer Proprietary Network Information (CPNI) regarding records that Spencer Municipal Utilities (SMU) has because of the services provided to you. This would include such things as the type and quantity of services subscribed to, the equipment and facilities used, and the numbers, dates, times and duration of the calls you place. You have a right under federal law to protect the confidentiality of your account information and SMU adheres to all FCC adopted rules regarding CPNI. A copy of the FCC CPNI rules is available at the SMU Customer Service Center upon request.



# SMU Video 2021 Annual Customer Notice

*As of August 1, 2021*

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

Customer Service Center Hours:  
Monday-Friday, 8am-5pm

**p:** 712.580.5800

**f:** 712.580.5888

Our phone is answered locally  
24-hours a day, 365 days a year.

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

**e:** [customerservice@smunet.net](mailto:customerservice@smunet.net)

Thanks for being a customer of Spencer Municipal Utilities (SMU) video service. SMU offers video service to Customers, including several separate programming packages and associated set-top boxes, remote control devices, wiring and other operating facilities and equipment. The policies and practices contained in this notice are part of the SMU Communications Policy as adopted by the SMU Board of Trustees. If you would like a complete copy of the Policy, contact us at 580-5800 or visit our website at [www.smunet.net](http://www.smunet.net). To receive a copy of current prices and options or the SMU channel lineup, contact us at 580-5800 or visit our web site at [www.smunet.net](http://www.smunet.net).

We reserve the right to change these policies and practices. If a change occurs, we will provide written notice to you. The notice may be provided on your monthly bill, as a bill insert, or by other permitted communication.

#### **Service Package**

All programming selections have their own rates, terms, and conditions and are subject to change at any time. From time to time, a network may change or delete specific programming, and may change its charges for any Service Package and SMU will give reasonable prior notice of increases or other changes in its charges in conformity with applicable legal and regulatory requirements. The content, programs, and/or formats of any programming service may be discontinued, modified, or changed by the owners of such services at any time without prior notice to you. SMU can not control the lawful "blacking out" of certain special events or programs, and has no responsibility for such matters.

#### **Access To Customer's Home**

If SMU is required to enter your home to perform repair work or installation, we require that a representative of your home be present at all times. The person must be of legal age.

#### **Billing Policies and Procedures**

Your bill for communications services will be mailed at the end of each month. This bill will contain monthly charges for the next month, plus any other charges that have occurred since your last bill. The first payment may also include installation costs. If payment is not received on or before the 20th of the month for which services are billed, it will be considered delinquent. Bills may be paid by mail, at our drop box, by direct payment at the SMU office, by automatic withdrawal through a bank or credit union, or online by credit card. A link to SMU's online credit card payment site is available on the SMU website at [www.smunet.net](http://www.smunet.net).

If there are any billing errors or other requests for credit, please bring them to our attention within 20 days of the bill date. Bill payments received by SMU after the due date (20th) shall be assessed a late payment penalty. Each account shall be granted one complete forgiveness of the late payment penalty in each calendar year.

If your video service is disconnected for non-payment, we may require that you pay all past due charges, a non-payment processing fee, and a deposit before we reconnect your service. If you do not reconnect, any rental equipment must be returned to SMU.

SMU may require customers who have past due accounts to bring their accounts up to date before ordering additional communications services.

A security deposit may be required for new customers or a new or additional deposit may be required of a customer whose initial deposit has been refunded or is found to be inadequate.

A service charge shall be assessed as established by SMU to any customer whose check and/or ACH is returned or not honored by the bank on which it is drawn.

#### **Service Installation**

For a standard installation, technicians bring the fiber to the point in your home nearest our facilities and along the easiest route. The fiber will be grounded. Standard connections provide visible wiring. An installation fee may be applicable. Concealed wiring and other custom installation services are available at additional cost. SMU does not repair holes in floors, ceilings, or walls upon disconnection of the cable service.

We offer an appointment window for installation, service calls, or other installation activities that are either a specific time, or at a maximum, a four-hour time block during normal business hours.

We commit to a policy to not cancel our appointment with you after the close of business in the business day prior to a scheduled appointment. If we are running late for an appointment, we will attempt to contact you and will, as necessary, attempt to reschedule to a time that is convenient for you.

If you have any questions about how to use the service you are receiving, a technician will go over those details during the installation appointment to make sure you know how to use all the services you've signed up for.

#### **Service Maintenance**

If you experience problems with your service, please call SMU at 580-5800. Our customer service representative will ask a series of questions about your problem. In some cases, your problem can be diagnosed and solved over the phone. If not, a technician will be dispatched at your convenience to resolve the problem.

If the service problem is related to SMU facilities or equipment up to and including the demarcation box on the side of your home, SMU will fix the problem at no charge. If the problem is related to your inside wiring or customer owned equipment, you will be charged based on time and materials. If you subscribe to the SMU Tiger Care Plan, there will be no charge for repair of inside wiring problems during normal business hours.

#### **Idle Service**

Any customer may request that a service be idle and be billed in accordance with the rate established by the Utility. The idle service will begin and end on the dates requested by the customer. The minimum period for which this service may be provided is 30 days. The maximum period is 180 days during any 12-month period. After 180 days, standard rates apply.

#### **Complaint Procedures**

Complaints concerning the charges, practices, facilities, or service of SMU shall be investigated promptly and thoroughly.

SMU shall keep records of written complaints sufficient to enable review and analysis of its procedures and actions. Customers shall be asked to submit complaints in writing. The complaint shall include the following information:

- Name(s) of complainant,
- Address(es) of complainant,
- Telephone number(s) of complainant
- Nature of the complaint
- Relief sought

Initial contact by a customer regarding a complaint shall be made with an SMU customer service representative. The complaint may be pursued with the Customer Service Manager, and the General Manager, in that order, if the customer is not satisfied with the handling of the complaint. If the customer is not satisfied with the General Manager's handling of the complaint, a written complaint may be filed with the Chair of the SMU Board of Trustees. If the Chair believes the customer's complaint warrants further attention, the Chair may place the complaint on the agenda of the next regularly scheduled Board meeting for the ultimate resolution of the complaint.

A customer who is unable to travel need not appear before any SMU official described above in person to explain the nature of their complaint. They may do so by telephone or in some other mutually agreeable fashion.

Complaints involving policies or actions of SMU that are regulated by the FCC may also be filed with the FCC in accordance with applicable regulations.

The local franchise authority for SMU Cable TV is:

- City of Spencer
- 418 2nd Ave. W.
- Spencer, IA 51301
- (712) 580-7200

#### **Customer Proprietary Network Information**

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#### **Service Fees**

Billed service calls are \$55.00 per hour during normal business hours with a 1-hour minimum and \$82.50 per hour after business hours with a 2-hour minimum. Service charges apply for: establishing service, reconnection of service for nonpayment, move of service from one premise to another, telephone number change made at the request of the customer, rearrangement or relocation of facilities at customer's request, troubleshooting and repair of service that is the responsibility of the customer.