

# THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

JULY 2021



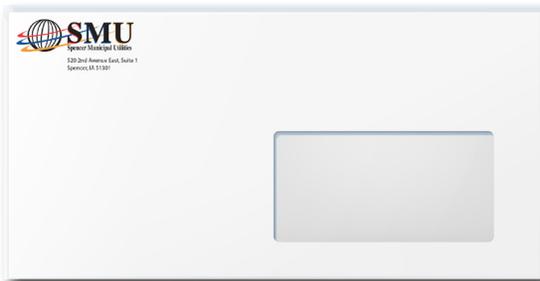
## Thank you!

Thank you to all our customers for planning ahead and getting converted to a new email provider by June 1st! 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.



## New Statement Coming Soon

This will be the last month, you'll receive a communications statement from Spencer Municipal Utilities that is on blue paper similar to the one included with charges for telephone, video and internet. Starting at the end of August, you'll see your communications statement sent in the same envelope as your utility statement as both will be combined into the same envelope with our new billing software. You will also have an account number change and you will see your new account number on your next bill after our billing system software update is complete.



PUT THE  
**FUTURE**  
IN YOUR  
HANDS  
TODAY



**Energize your home with fiber internet!** Spencer Municipal Utilities has completed our Fiber-to-the-Home network, which means you can call us today to sign up for internet speeds up to a Gig (1,000 Mbps). There's no reason to wait anymore – not for streaming, not for downloading, not for gaming.

Call 712-580-5800 now for details.



520 2nd Avenue East, Suite 1  
Spencer, IA 51301  
p: 712.580.5800  
[www.smunet.net](http://www.smunet.net)

Service availability and internet speed will depend on location. Contact us for full details.

Communications Group © 2021

## Communications Act Section 255

The Federal Communications Commission (FCC) has rules requiring telecommunications service providers like Spencer Municipal Utilities to make its services and products accessible to people with disabilities, if such access is readily achievable. These rules implement Section 255 of the Federal Communications Act. Section 255 requires telecommunications service providers to make their services and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at 580-5800 for further information or to discuss your accessibility needs and the options we may have to assist you in using our services.

## 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 and set up a conversion appointment.

With this new service customers will enjoy features like Restart TV, a program guide on each TV and more. Customers who have already been converted are pleased with the new service!

## Not sure what to watch on TV tonight? Check out the What's Hot App!

All the information you need right at your fingertips:  
The most popular programs being watched in your viewing area at that time as well as the most popular recorded programs and most popular series recordings!

And from this one app - you can:  
-set a new recording  
-set a new series recording  
-set a reminder  
-search for additional times



## What's the difference between the Internet & Wi-Fi?

Wi-Fi technology is extremely popular and available just about everywhere. Whether you're grabbing a cup of coffee, shopping for shoes, or enjoying a family pizza night, you're likely to have a Wi-Fi hotspot available. You may hear people talking about "getting onto Wi-Fi" or not being able to "get onto Wi-Fi". Most of the time, the issue is that they can't get their laptop, smart phone, or other device connected to the Internet.

Is Wi-Fi the same as the Internet? No, it's not. And with home networks getting more sophisticated all the time, with more and more connected devices, it's helpful to have a clear understanding of the difference between the two.

### What is the Internet?

The Internet is a massive global communications network. In fact, as its name suggests, it's more than just one network-it's a series of thousands of inter-connected networks.

While no one person or organization owns the Internet itself, each Internet Service Provider (ISP) typically owns its own network. It buys and installs the specialized networking equipment that makes it possible for customers like you-in addition to businesses, schools, hospitals, and more-to connect to the Internet.

When you connect to your ISP's network from your home or workplace, you have the ability to connect with other networks, companies, services and individuals who are also connected to the Internet. For example, you can stream movies on Netflix by connecting via the Internet to computer servers that Netflix owns or read your email by connecting to one of Gmail's servers.

When you purchase monthly Internet services for your home, your ISP gives you all the physical equipment you need to connect your own devices to the Internet. This includes a physical line, such as a fiber optic cable, that will connect your home to the ISP's network. Inside your home, this physical line is connected to an electronic device that's usually called a modem/ONT.

### How do I connect my devices to the Internet?

With your modem/ONT providing the Internet connection into your home, there are two ways you can connect your device to the modem/ONT.

#### Connecting with a physical cable

The first method, which is not very common anymore, involves physically plugging your computer into the port on the back of your modem/ONT using what's called an Ethernet cable. When your computer is plugged into the modem/ONT, it becomes

part of your ISP's network, along with all the other individuals and business customers who have also connected their devices.

#### Connecting over Wi-Fi

The second method, which is the most common today, involves connecting your computer, tablet or smart phone to your ISP's network without using a physical wire. This "wireless" connection is made possible by Wi-Fi technology; specifically, by a second device in your home called a router or sometimes referred to as a gateway. This router is physically plugged into the modem with a cable or it is combined with the modem/ONT into a single piece of equipment.

The Wi-Fi router uses radio technology to broadcast a unique name (also known as a service set identifier, or SSID), which you or your ISP chooses when the router is first set up. When you're on your laptop or other device, you can see a list of other Wi-Fi routers nearby such as yours and your neighbors'. You can select your router name from the list and enter the router's password. And just like that, you're connected to Wi-Fi. Since your router is connected to your modem/ONT, you can now access any online service or go to any website using your web browser.

#### Is connecting to Wi-Fi the same as connecting to the Internet?

The short answer is no, not technically. Just because you're connected to our Wi-Fi router does not mean that you are also connected to the Internet. You might notice from time to time that your computer says you're connected to Wi-Fi but you are not able to access any websites or send email. This means one of two things: either your modem/ONT is not properly connected to the Internet or your Wi-Fi router is not successfully connected to your modem/ONT.

So the next time you "get on Wi-Fi," you'll know there's a bit more to it. You are actually connecting to a router that is then connecting to the modem/ONT that is then connecting to the Internet.



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