


Understanding your communication bill

Information on side 1 of your bill:

- 1. SMU Information:** Our Customer Service contact information and office hours.
- 2. Total Amount Due:** Summarizes total amount due for service addresses included on this statement along with the due date, which is the 20th of the month. Automatic bank draft would be indicated, if you participate in that program. Project Share would also be noted in this section if you choose to help others with their wintertime energy bills. If you would like to contribute to this program, visit our website for more details.
- 3. Your Account Information:** Your account number and bill date for this statement.
- 4. Payment Stub:** If you are mailing your payment, bringing it into our office, or putting it in the drop box, detach this portion and send it with your check. Please note the penalty amount if paid after the due date. The rest of this page can be kept for your records.
- 5. Message Center:** Read important messages about products, services, promotional offers, notices and events.

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Customer Service Center Hours: Monday-Friday 8:00am-5:00pm
In case of an emergency, we have someone available by phone 24 hours a day, 7 days a week.
p: 712.580.5800
e: customerservice@smunet.net
www.smunet.net

CUSTOMER NAME ANY CUSTOMER
Bill Date: 08/11/2021
Account Number 99999999

3

Message Center

5

Technical Support Hours
We are here to answer your technical questions, billing or service inquiries by phone Monday-Friday from 8:00am to 5:00pm. As always, we are available 24 hours a day, 7 days a week for emergencies. Give us a call at 580-5800.

Channel 3 Online
All SMU Basic Cable and Basic Ultimate TV customers have the ability to watch The Spencer Channel 3 programming online through our website at www.smunet.net/channel3.php. After clicking on The Spencer Channel & Peg Central box, you will need to log in using the following username: Basic and password: spencertiger. Feel free to contact us if you have any questions on logging in. Now you can watch The Spencer Channel 3 when you want!

Closed Captioning
For an immediate response to your closed captioning problems during non-emergency programming, contact Spencer Municipal Utilities at 712-580-5800 or customerservice@smunet.net.

Billing Summary

Balance From Last Billing	\$200.99
Payments Received - Thank you!	-\$200.99
Balance Forward	\$0.00

Service Summary

Internet	\$55.00
Digital TV	\$118.84
Telephone	\$23.58
SMU Long Distance	\$3.46

Current Charges **\$200.88**

Total Due **\$200.88**


Please pay by Sep 20, 2021

2

PLEASE NOTE

Please note your new SMU Communications Account number on this statement. Contact our customer service center if you have questions at 712-580-5800.

▲ KEEP Please do not staple or paperclip payment.
▼ SEND



4

5347 1 AV 0.398
ANY CUSTOMER
9999 ANYPLACE ST
ANYWHERE IA 99999-9999

520 2nd Avenue East, Suite 1
Spencer, IA 51301-5033

5 5347
C-15

Bill date 08/11/2021
Account number 99999999


Total Due **\$200.88**

Please pay by Sep 20, 2021
\$3.01 penalty applied if paid after 09/20/2021

SPENCER MUNICIPAL UTILITIES
520 2ND AVE E STE 1
SPENCER IA 51301-5033

17030009999990000200882

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CUSTOMER NAME ANY CUSTOMER
Bill Date: 08/11/2021
Account Number 99999999

Service Address: 9999 ANYPLACE ST **Account: 9999999**

Internet Service
Service: Any Customer

1

Internet

Monthly Charges - 09/01/21 to 09/30/21
Residential Internet 50Mb/10Mb \$55.00

Internet Subtotal \$55.00

Total Current Internet Service \$55.00

Television Service
Service: Any Customer

2

Digital TV

Monthly Charges - 09/01/21 to 09/30/21

Basic Cable	\$31.80
Basic Plus Cable	\$66.30
SD Box, Remote, Cable Card	\$3.00
HD Box, Remote, Cable Card	\$5.00
IA State Tax	\$6.37
Clay County Tax	\$1.06
Spencer Operating Fee	\$5.31

Digital TV Subtotal \$118.84

Total Current Television Service \$118.84

Telephone Service
Service: Any Customer - 999-123-4567

3

Telephone

Monthly Charges - 09/01/21 to 09/30/21

Residence Service & SLC	\$15.00
Caller ID/ Name and Number	\$4.00
Federal Universal Service - Residence	\$1.52
E-911 Charge	\$1.00
Federal Tax	\$0.62
IA State Tax	\$1.23
Clay County Tax	\$0.21

Telephone Subtotal \$23.58

4 The carrier you have chosen for your long distance (InterLATA) calls is SMU LD.
The carrier you have chosen for your long distance (IntraLATA) calls is SMU LD.

SMU LONG DISTANCE

SMU LONG DISTANCE Usage for telephone: 999 123-4567
Billing Inquiries: 712-580-5800 or online at www.smunet.net

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SMU Long Distance

Monthly Charges - 09/01/21 to 09/30/21

SMU Long Distance Charges	\$3.21
IA State Tax	\$0.19
Clay County Tax	\$0.03
Federal Universal Service Charge	\$0.03

6 LONG DISTANCE CHARGES

Calls	4	Minutes	26.6	Charge	3.21
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SMU Long Distance Subtotal **\$3.46**

7 INDICATOR LEGEND


TC	TYPE OF CALL	TC	TYPE OF CALL
DD	DIRECT DIAL - DAY RATE		

SMU Long Distance DETAIL OF ITEMIZED CALLS

Information on side 2 of your bill:

- 1. Internet Service Description:** Speed and equipment are listed here along with the dates for service. Internet Service is billed for the month ahead.
- 2. Television Service Description:** Monthly television charges are billed here for the month ahead. Each cable package is listed along with Iowa State Tax, Clay County Tax and the Spencer Operating Fee.
- 3. Telephone Service Description:** Monthly telephone charges for service as well as calling features are listed here. Telephone Service is billed for the month ahead. The Federal Universal Service Charge, E-911 Charge, Federal Tax, Iowa State Tax and the Clay County Tax as also listed here for telephone service.
- 4. The carriers chosen for long distance are listed here.**
- 5. Long Distance Details:** Current long distance charges are listed here. These charges are since the last bill cut. Iowa State Tax, Clay County Tax and the Federal Universal Service Charge are all listed.
- 6. SMU Long Distance Subtotal:** This subtotals the number of calls, minutes and charges for this billing cycle.
- 7. Indicator Legend:** This legend explains the type of call codes used in the details listed.
- 8. SMU Long Distance Detail of Itemized Calls:** This area gives call details on the calls being billed. This area includes the date of the call, time of the call, type of call, location and number called as well as the number of minutes for the current charges.

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CUSTOMER NAME ANY CUSTOMER
Bill Date: 08/11/2021
Account Number 99999999

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DATE	CONT	TC	TO PLACE AND NUMBER	MIN	AMOUNT
07-15	7:10 PM	DD	DES MOINES IA 999 888-7777	25.5	3.06
07-18	8:15 PM	DD	CAMBRIDGE IA 888 777-6666	0.2	.03
07-18	8:16 PM	DD	DES MOINES IA 777 666-5555	0.1	.02
07-20	1:58 PM	DD	ROCKFORD IL 666 555-4444	0.8	.10

999 123-4567 SUBTOTAL **\$3.21**

Total Current Telephone Service **\$27.04**

Total Current Charges: 999 ANYPLACE ST **\$200.88**