



## Daylight Savings Time Ends

**Date:** Wednesday, November 2, 2016  
**From:** Amy Mommsen – Billing Services Support Manager  
**Re:** Daylight Savings Time Ends - November 6, 2016

Attention MACC Customers:

Daylight Savings Time ends at 2:00 a.m. on Sunday, November 6th. This is a reminder to set your switch time BACK by one hour at or near 2:00 a.m. on that night (at 2:00 a.m. it becomes 1:00 a.m.).

There are procedures to handle this change that you should be familiar with. Because there may be calls in progress, you should review this change with your switch manufacturer. Basically, all of your calls at the hour breaks for the various rate periods would be wrong if you did NOT make the change on Sunday. We can go back and 'adjust' the times on calls for a fee.

PLEASE REMEMBER THAT YOUR SWITCH OPERATES ON AN 24 HOUR CLOCK, OR "MILITARY" TIME (1:00 a.m. is 0100 HOURS and 5:00 p.m. is 1700 HOURS, ETC). Please verify that both your EXTERNAL and INTERNAL clocks get changed, with the emphasis on the internal because this is the clock that stamps the AMA records. If you do not make that change by 5:00 P.M. Sunday, then calls are rated with the wrong discount period since the switch time will be off.

If MACC needs to make any billing corrections due to the daylight savings change, the correction work efforts will be billed at \$80.00 per hour. Note: Most corrections can be completed and verified within 2 hours. If for any reason you are unable to make this change on November 6, 2016, please contact Luann Madsen at 402-533-5264 or Amy Mommsen at 402-533-5268.

### KEY POINTS/CHECK LIST:

\_\_\_\_\_ DATE/TIME: Sunday, November 6, 2016 @ 2:00 A.M.

\_\_\_\_\_ TAKE MILITARY TIME INTO CONSIDERATION

\_\_\_\_\_ CHANGE BOTH INTERNAL AND EXTERNAL CLOCKS

\_\_\_\_\_ BE AWARE OF THE CHARGE IF NOT DONE ON TIME