

In this issue...

New Client Announcement
Featured Employee
Recipe of the Month
Software Information
Technical Information
Creative Solutions

Billing Info

Transmit day for June 1st bills is Tuesday, May 23rd.

MACC Events

Save the date!

2017 MBTC

Session 1: Sept. 6-8
Session 2: Sept. 11-13

www.maccmbtc.com

Trivia Winner

Congratulations to C-M-L Telephone Cooperative's Tina Gordon who won last month's MACC Trivia Challenge Contest!

Look for MACC Updates for more chances to win.

Holiday Closing

MACC will be closed on Monday, May 29th in observance of the Memorial Day holiday. We will resume normal business hours on Tuesday, May 30th.

Franklin Telephone Company completes its conversion to MACC

Franklin Telephone Company recently completed its conversion to MACC's BSS/OSS platform. The Franklin, Vermont-based company will use MACC's BSS/OSS for billing and customer care.

Franklin Telephone Company provides internet and telephone service to its community. The company has been in business for more than a century. Kim Gates, Franklin Telephone Company's Treasurer, said MACC was chosen due to how user-friendly they found our software and how it met the company's needs.

"The conversion process went extremely smooth, and we were able to convert in a short time period." Gates said. "The MACC Team was great at sticking to the timeline, communicating and verifying the data. The moment of truth was the accuracy of the first parallel bill. The MACC system conversion passed with flying colors."

MACC's President, Craig Aman, said, "We are very appreciative of the opportunity to serve Franklin Telephone Company. They were great partners during the conversion and we look forward to meeting their BSS/OSS needs for many years to come."

In the last few years, more than two dozen telecommunication companies from across the United States have converted to MACC's BSS/OSS platform. Our products empower clients to reach new levels of efficiency through integration and process automation. MACC's products are supported by professional and dedicated customer care teams to ensure the outstanding service our clients deserve.

MACC will be conducting network maintenance on Sunday, May 14th.

From 12:00 p.m. to 3:00 p.m. (Central) on Sunday, May 14th, our technicians will conduct maintenance on our network. During this time, web-based services from MACC may be unavailable. This affects MSaaS and all MACC websites (Web Reporting, TMS, FTP, etc.) as well as online access to customer statements.

Going forward, MACC will be scheduling network maintenance during the same timeframe on the second Sunday of each month. Please contact your MACC Client Relations Manager or Account Manager if you have questions regarding this maintenance schedule.

Featured MACC employee for May

May's featured employee is Rick Rasmussen. He is a Senior Technical Support Specialist in our Technology Services Department. Rick helps customers with network servers, workstations, and other devices that are critical to business operations.



Q. When did you start at MACC?

A. February of 1996

Q. What's your favorite part of your job?

A. It's a great feeling when I can help a customer get through a successful new server installation or workstation migration without issues.

Q. Can you please tell us about your family.

A. I am married to Robbin Rasmussen in Customer Master Software Support and we will celebrate our 30th anniversary next January. Our oldest of three is our daughter, Amber, who is an interior designer for Consolidated Kitchens in Omaha. She has been married for three years to her husband, Ryan, who is working armed security for Oriental Trading Company. Next is our son Riley who is a corporal in the United States Marine Corps. He spent two years in Washington, DC in the Silent Drill Platoon and is currently stationed in Hawaii with 1st Battalion 3rd Marines. Riley married his wife Megan last year who is in graduate school at Vanderbilt in Nashville, Tennessee working on a Ph.D. in genetics. Last, but not least, is our son Gavin who studied Opera and Performing Arts. He is working as a leasing agent for an apartment management firm and at Opera Omaha where they performed La Boheme at the Orpheum Theater last November. No grandchildren yet, but we do have three granddogs and one grandcat.

Q. What do you do for fun in your free time?

A. We love to spend time with our kids and family, hanging out, playing games, or watching movies. Robbin and I like to go camping and kayaking, and when we travel, we like to go to the places where Guy Fieri and Diners Drive-Ins and Dives have been. I am a NASCAR nut and like to visit tracks or go to races while traveling too.

Q. If you could travel anywhere to spend a week on vacation, where would it be?

A. Right now, I would love to go spend a week in Hawaii so we could visit our son Riley.

Q. What's your favorite quote?

A. Do unto others as you would have them do unto you.

Q. The one person I've always wanted to meet?

A. Bono from the band U2.

Q. If you could add any food to the MACC vending machines, what would it be?

A. Mark Schreffler's Italian Style Chili.

Recipe of the Month

Chocolate Chip Cheese Ball

8 oz. cream cheese, softened
1/2 c. butter, softened, no substitute
1/4 tsp. vanilla
3/4 c. powdered sugar
2 T brown sugar
3/4 c. miniature semi-sweet chocolate chips
Graham Crackers

In a mixing bowl, beat cream cheese, butter and vanilla until fluffy. Gradually add sugars, beat just until combined. Stir in chocolate chips. Cover and refrigerate for 2 hours.

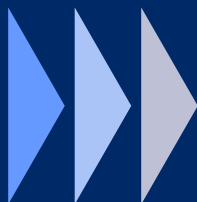
Place chilled cream cheese mixture on large piece of plastic wrap, shape into a ball. Refrigerate for at least 1 hour. Just before serving, roll cheese ball in more semi-sweet chocolate chips.

Serve with graham crackers.

(Or, mix as directed and put it into a bowl - tastes just as good!)

Have a recipe you'd like to share? Send it to Ryan at rthompson@macnet.com.

Be sure to check out all that's new in in the latest version of MACC's products on the Client Pages!



- Executive Summaries
- Update Letters
- Web Training

Am I forgetting something?

by Julie Riecken, Training Support Manager

We all have those moments where we forget something. Did I forget to pick up something at the store? Did I forget a friend's birthday? Did I forget to send in my newsletter article by the due date?

Sometimes, Customer Master users forget important charges, like the E911 surcharge or even an installation fee for a new account or tier. Customer Master 17.1 has a solution to this common problem!

Templates allow you to pre-define how new tiers are set up. For example, you might have a telephone network template for a specific exchange. That template can include the Service Area, Tax Area, Report Area, Plant Area, Service Type, Technology Type and more. In addition, you can have the template automatically add your basic telephone charge USP codes and OCCs. This ensures those required charges are always added by default when a new tier is added. You can also pre-define Carrier, Toll Code, and Custom fields.

Just add the tier via service order. As soon as the tier is there (but before posting the tier), apply the template. After saving, you can then adjust the information in the service order to meet that customer's needs.

We encourage you to try using templates after you are upgraded to 17.1. We will train on this topic and more in our What's New in Customer Master 17.1 training presentation.

Unmask your potential at the 2017 MBTC!

We hope you are getting jazzed up for the 2017 MACC Billing and Technology Conference (MBTC)! Our MBTC Krewe is busy planning another great conference packed with valuable training, product updates, informative sessions and this year we are excited to celebrate Mardi Gras in September!

The 2017 MBTC will again parade down the halls of the Embassy Suites in the Old Market District of Omaha. The conference is held over the course of two weeks making it convenient for everyone in your office to attend. Session One will be held Wednesday, September 6th through Friday, September 8th. Session Two will be held Monday, September 11th and conclude Wednesday, September 13th.

Watch for future issues of this newsletter for up to date information, as well as periodic emails with more details about the 2017 MBTC. If you'd like to receive emails about MBTC, please contact Kristi Rounds at krounds@maccnet.com and she will get you added to our email list.

Laissez les bons temps rouler!*

*Let the good times roll!



Tech Support always has your back

by MACC's Technical Support Team

Imagine a business world where help with your computer problems is just a phone call or email away. Literally, a few touches of a button and you will have someone available to help with anything from a virus infection to a new computer set up.

MACC's Technical Support Programs are designed to deliver the level of service described above to our clients. Our technical support team possesses in-depth and up to the minute knowledge of the wide array of today's Microsoft operating systems, networking systems and applications. Our top priority is to ensure your business technology is functioning smoothly and efficiently. This priority makes the MACC Technical Support Program the smart way to maximize and safeguard your technical investment.

MACC currently has two technical support programs: Standard and Premium. Both programs include an onsite technical analysis conducted by a MACC support professional. The Standard program includes a biennial analysis and the Premium program's review occurs each year. Both programs include telephone support for all existing workstations and server equipment previously configured to run MACC's software. This also includes configuration, operational issues and problem resolution with any supported applications. The MACC Premium program offers reduced rates on onsite technical support visits, configuration of new equipment and issues resulting from viruses and malware.

For more information on these MACC programs or other questions you may have, feel free to contact your Client Relations Manager, Account Manager or the MACC Technical Support Team and we will be happy to help! MACC Tech Support can be reached at 402-533-5300 or via email at macctechns@maccnet.com.

We would love to hear from you!

You can submit questions/comments that you would like to see featured in future Technical Information articles. And, as always, if there is anything we can do for you, please don't hesitate to ask!

Your MACC Technical Support team can be reached at 402-533-5300 or via email at macctechns@maccnet.com.

Find telco treasure with a service area map

by Ryan Thompson, Creative Services Manager

The old saying goes that a picture is worth a thousand words. Sometimes, when it comes to explaining what services a new customer can receive, a good map is worth even more. And to get a great map, you can combine files from your engineering firm with the power of Google My Maps to create a highly accurate and searchable map for your website.

A great example of a service territory map can be found on Northwest Communications' website at: <http://www.nwcomm.net/communities-served/>

The company provides services to eight Wisconsin communities and their surrounding rural areas. Their searchable map allows potential customers in rural areas to easily see if service is available at their home or business. As an added bonus, they can enter their address and have a point added to the map to see if service is available. An accurate, searchable service area map enables your website to determine service availability and ultimately sell services to customers, even when your office is closed.

Interested in adding this type of map to your website? Here is a high-level overview of how it works. First, ask your engineering company or plant team for service territory maps in KML format. KML is a file format used to display geographic data in Google Earth or Google Maps. Once you have a KML file, login to [Google My Maps](#). If you don't have a Google account, you'll need to create one. This is a free Google service. Once you're logged in, you can create a new map.

After you've created a new map, you'll need to import layers. This is the shading that illustrates where your service area is located. In this case, the layers will be the KML file(s) you requested.

Once the KML file is imported into your new map, you can use the Google My Maps editor to change colors and make other modifications to the service layers.

Once the map is done, you'll need to make it public, access its embed code from Google, and place it on your website. Step-by-step instructions are below:

1. To make the map public, click on the "Share" link.
2. On the sharing settings page, click on "Change."
3. Then change the "Who has access" setting to "On-Public on the web."
4. Now you can grab the embed code. The code is available by clicking on the three vertical dots next to the map's name.
5. You'll then see the option to "Embed on my site." This will open a window with the embed code.
6. Copy this code.
7. Paste this code onto the appropriate web page.

Need help adding a map to you website?

If you'd like assistance adding a service territory map to your website, please contact MACC's Creative Services Team and we'd be happy to help. We can be reached at macccreativeservices@maccnet.com.