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Billing Info

Transmit day for August 1st bills is Monday, July 24th.

MACC Events

Registration is Open!

2017 MBTC

Session 1: Sept. 6-8

Session 2: Sept. 11-13

www.maccmbtc.com

Featured Web Training

HUBB Tracking & Reporting

In this presentation, we'll take a look at a few of the frequently asked questions that can be found on the USAC website. Then we'll focus on the functionality Customer Master has in place to collect your data. It's important to note that while CM can provide the functionality, interpretation of the rules and requirements are up to you. This presentation will give you an introduction to the process and how Customer Master can help.

Time to register for the 2017 MBTC!

by JoEllen Maras, Creative Services Designer

September is just around the corner and you don't want to miss out on this year's conference! Full details and our registration form can be found on the MBTC website: www.maccmbtc.com

Check out our exciting parade of paid training this year!

We are again offering all-inclusive paid training on Day 1 and Day 3 of the conference. Take as many paid training classes as you'd like for only \$139...that's over an \$800 value! Here is what's available:

Address Management-

The golden rule of addresses: less is more. This is the key to maintaining clean and accurate addresses within your database. This session will cover all aspects of addresses and the processes involved in cleaning up bad records. Tools, such as Address Auto-Assigned Values and E911 Automation, will also be used. If you think your addresses need help, then this hands-on session is for you.

AM/CM Custom Designer-

Do you feel your delinquent notices don't have enough POP? Are your accounts receivable invoices thrown away by your customers without a second glance? Come on down to Big Tim's Designer Junction and we'll show you how to customize these documents to get more attention!

CPRs (Continuing Property Records)

Learn how to manage your CPRs in Accounting Master, discuss how to track your CPRs, and review the recent enhancements that will allow you to manage your CPRs more efficiently!

e-Notifications in Customer Master-

Learn about all the options available with E-notifications within Customer Master, for both internal employees and end-users of your services. Whether you're wanting to send a new customer welcome packet, a payment confirmation email or an appointment change notification, this course will show you the growing list of system-generated electronic notifications and how to utilize them to maximize efficiency within your office.

Plant Cleanup-

Do you have a mess on your hands in regards to plant data and records management? Plant Cleanup Options will show you how to identify problems with plant, how to fix them, and how to keep them in great shape after they've been cleaned up.

Featured MACC employee for July



John Maschman is July's featured employee. He is a software engineer working with Customer Master and MACC Mobile. In his position, John gathers enhancement requests, performs maintenance on the products and helps develop our new releases.

Q. When did you start at MACC?

A: January 2006

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

A: The satisfaction of working with a team to gather requirements and deliver a product that MACC's clients will find useful.

Q. Can you please tell us about your family/spouse?

A: My wife, Paige, and I have been married for almost four years. We have a testy, two year-old son, Aiden.

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

A: I enjoy spending time with my family, playing recreational sports through the local YMCA, restoring anything wood, and working a part-time job as a farmer.

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

A: I am blessed with skin that hates the sun. But I love warmth, so anywhere in the tropics sounds great. However, I have to be realistic, Alaska in the summertime sounds wonderful too. It would be nice to enjoy every day outside, even if I forget to put on sunscreen within the first hour.

Q. What's the best career advice you've ever received?

A: Be patient enough to learn, but impatient enough to take risks.

Q. What's your favorite quote?

A: "Success is not final; failure is not fatal: It is the courage to continue that counts." -- Winston S. Churchill

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

A: Sushi

MACC will be conducting network maintenance on Sunday, July 9th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, June 11th, 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.

Recipes of the Month

Corn Dip

Recipe courtesy of Lori Bayne, MACC Product Owner

3 cans shoepeg corn (this corn is packed pretty dry, but can be drained if desired)
1 or 2 chopped jalapeno peppers
6 chopped green onions
4 cups shredded cheddar cheese
1 cup mayo
1 cup sour cream
½ to ¾ teaspoon garlic powder
1 teaspoon black pepper

Mix together. Refrigerate for a couple hours before serving. Can be served warm in a little crockpot or just cold.

Serve with Fritos or Tortilla chips. Enjoy!

Best Bean Dip EVER!

Recipe courtesy of Jill Arthur, MACC Client Relations Manager

3 cans refried beans - vegetarian
1 can enchilada sauce
1 chopped onion (or more, to taste)
3 cups shredded cheese (cheddar, Mexican, mixture - your choice)

Spray a 15 x 11 roll pan with cooking spray. Spread beans. Add ½ can of enchilada sauce, sprinkle with onion and cheese. Repeat layers. Bake at 350 – 375 just until hot and cheese is bubbly (may have to cover with foil if cheese is cooking too quickly).

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

MACC Trivia Winner

Congratulations to our June Trivia winner - Chris Evenson of NEIT. Look for MACC Updates for more chances to win.

Time to register for the 2017 MBTC

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Secrets and Shortcuts for Customer Master Users-

This session won't put you on Bourbon Street, but it will put you on Easy Street. We'll implement tools, tips and shortcuts including Installment OCCs, inquiry and payment notes, templates, zip codes on the fly and more.

Short Jump Start-

Do you need a refresher of basic Customer Master functions? Are you new to your company? Are you a new user of Customer Master? In any of these scenarios, our Short Jump Start class is for YOU! Join MACC's Mark Uphoff for a Jump Start à court terme as he covers the basics of service orders, trouble tickets, payments, and more!

Space is limited – so register early!

You can register for paid training when registering for the conference OR you can register separately by visiting the Training page of the MBTC website. Don't forget...take full advantage of this great deal and sign-up for as MANY classes as you'd like. Feel free to add classes to your registration at any time leading up to the conference.

In addition to paid training, we have a full schedule of complimentary training and informative breakout sessions to keep you busy each day. A full schedule and complete course descriptions are available on the MBTC website.

Don't forget to pack your Mardi Gras mask...prizes will be awarded for the BEST masks during our MACCsquerade party!

Questions?

Please contact JoEllen Maras at JMaras@MACCnet.com or Kristi Rounds at KRounds@MACCnet.com

PSAP templates available in CM 17.1

For those companies sending multiple PSAP files on a regular basis, you may want to consider a new feature in Customer Master 17.1. When you go to the PSAP File Extraction tool, you have the option to insert a template. Click on the insert button to start. Once you are at the PSAP File Extraction Editor, select the details associated with that PSAP, using the various filters on the screen to drill-down to the specific criteria for that PSAP. When you are done, you can post to save that template. You may need to insert again to add another template for another PSAP.

In the future, you will see the various PSAP templates in the grid at the PSAP File Extraction grid. Just select the PSAP that you are ready to send the file to, and the criteria you've previously established will be ready for use.

Should you have any questions, you can contact your Software Support Representative for more information.

What is a DDoS attack?

by MACC's Technical Support Team

If your website disappears off the internet, and orders dry up on what is usually your busiest day of the year, you may have become the victim of a distributed denial of service (DDoS) attack.

You aren't alone. High profile victims of DDoS attacks in 2015 included organizations as diverse as cloud hosting company Linode, games company Valve, Microsoft's Xbox Live network, the BBC, Rutgers University and even the internet's DNS root servers. In 2016 they hit Dyn (Etsy, Github, Spotify and Twitter), The Rio Olympics, and the Clinton and Trump campaign sites.

A basic denial of service attack involves bombarding an IP address with large amounts of traffic. If the IP address points to a web server, then it (or routers upstream of it) may be overwhelmed. Legitimate traffic heading for the web server will be unable to contact it, and the site becomes unavailable. Service is denied.

A distributed denial of service attack is a special type of denial of service attack. The principle is the same, but the malicious traffic is generated from multiple sources -- although orchestrated from one central point. The fact that the traffic sources are distributed -- often throughout the world -- makes a DDoS attack much harder to block than one originating from a single IP address. *

How do DDoS attacks work?

Building Capacity

Attackers build networks of infected computers, known as 'botnets,' by spreading malicious software through emails, websites and social media. Once infected, these machines can be controlled remotely, without their owners' knowledge, and used like an army to launch an attack against any target. Some botnets are millions of machines strong. **

Launching Attacks

Botnets can generate huge floods of traffic to overwhelm a target. These floods can be generated in multiple ways, such as sending more connection requests than a server can handle, or having computers send the victim huge amounts of random data to use up the target's bandwidth. Some attacks are so big they can max out a country's international cable capacity.*

Selling Silence

Specialized online marketplaces exist to buy and sell botnets or individual DDoS attacks. Using these underground markets, anyone can pay a nominal fee to silence websites they disagree with or disrupt an organization's online operations. A week-long DDoS attack, capable of taking a small organization offline, can cost as little as \$150.*

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HUBB Reporting

by Lori Bayne, Product Owner - Customer Master

The High Cost Universal Broadband (HUBB) reporting requirement has been a topic of discussion for many months now. The HUBB report allows carriers participating in the modernized Connect America programs to show where they are building out high-speed internet service by location. USAC developed a HUBB portal, to which carriers can upload data files and validate the records.

As part of our Customer Master 17.1 release, the data elements needed for the HUBB reporting requirement and the file creation process were developed. To assist companies further in CM 17.1.2, the SAC data field has been added to the network address maintenance table. This will allow users to assign a SAC to any service address in the database. When the HUBB report is created, if the SAC is populated on the network address, it is used. If the SAC field is blank on the network address, the program will use the SAC assigned to the report area of that service address.

To assist companies with populating the SAC on the network address, the SAC data field has been added to the Address Mass Edit tool. This will allow users to populate the SAC on the selected addresses in groups, instead of manually populating it on each service address.

We hope these enhancements assist you with your address data cleanup and HUBB reporting needs. If you have further questions about HUBB reporting, or the data fields used store your deployment information, please contact your Customer Master Software Support Representative.

What is a DDOS attack?

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The not so "fun" facts of DDOS

\$150 can buy a week-long DDOS attack on the black market. (TrendMicro Research)

More than 2000 daily DDOS Attacks are observed world-wide by Arbor Networks. (ATLAS Threat Report)

1/3 of all downtime incidents are attributed to DDOS attacks. (Verisign/Merril Research)

A current view of DDOS attacks worldwide can be found here: <http://www.digitalattackmap.com>

What can you do to stop DDOS attacks?

Identify it early, contact your hosting team (or company), tell them you are under attack, and ask for help. For large attacks you might need call a DDOS Specialist, but DDoS mitigation services are not free, so it's up to you whether you want to pay to stay online or take the hit and wait for the DDoS attack to subside before continuing to do business.**

If you have any questions regarding DDOS attacks or any other technical questions, please contact MACC's Tech Support Team. We are here to help! You can reach us at 402-533-5300 or via e-mail at macctechn@maccnet.com.

*Information courtesy of Paul Rubens

**Information courtesy of Google Ideas and Arbor Networks.