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MACC Calendar

July's transmit day for first of the month billing is June 23rd. The complete transmit schedule for 2021 is now available.

MACC Announcements

Maintenance Sunday – June 13th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, June 13th, 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.

PRESIDENT'S MESSAGE THANKS FOR YOUR HELP ON THE SURVEY



by Craig Aman, President and CEO

Hello on a beautiful late spring day! I want to take a moment and pass along findings from the recently completed 2021 MACC Client Satisfaction Survey. MACC's scores for our products, customer service, and whether a client would recommend us to another telecom company all went up compared to 2020 and were among the highest we've received in the last decade.

Thank you to all who participated! If you didn't have an opportunity to participate in the 2021 survey, I would encourage you to do so in 2022. Our survey is a crucial tool we use to ensure MACC is delivering the products,

services, and customer care our clients need to succeed.

I'm especially proud of the MACC Team for earning these scores during the challenging year caused by Covid-19. Additionally, I commend your companies for stepping up and serving your communities as they relied on your services as never before. Keep up the good work and we'll support you any way we can!

P.S...a quick note about training

The MACC Training Team is putting the finishing touches on a second edition of Pop-up Training for this month. This training is a great opportunity for your team to learn new skills...from the convenience of your office.

BACK WITH A BANG!

3 DAYS OF LEARNING... 12 CLASSES UNLIMITED OPPORTUNITIES!



All this for just \$99* per person!

Learn new, time-saving skills from the comfort of your office, with the option to take any or all of this month's courses!

June Pop-up Training Dates:

- Tuesday, June 15th
- Wednesday, June 16th
- Thursday, June 17th

**These courses are not WOW Training*

FEATURED EMPLOYEE

STEVE APPEL



Steve Appel is the featured employee for June. He is one of MACC's National Sales Representatives. If you attend telecom industry events, there is a pretty good chance you've met Steve. Whether he is "on the road" or in the office, Steve works closely with prospective clients to determine if MACC is the right solution for their billing needs.

Q. When did you start at MACC?

A. I started at MACC in 1997.

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

A. Traveling to various industry events and meeting with current clients and future, potential customers.

Q. Can you please tell us about your family

A. I've been married to my wife for 36 wonderful years. We have two children. Our daughter lives in Pittsburgh and our son is married and lives in Bennington, Nebraska. His wife is expecting their first child (our first grandchild) in June of this year.

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

A. I like to play golf and cheer for the Iowa Hawkeyes and Cubs! Also, I like to cheer against the Huskers as well.

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

A. I would love to travel to Europe and see some WWII battle sites.

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

A. Enjoy life, it's far too short.

Q. What's your favorite quote?

A. "Hard work always pays off."

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

A. Rod Carew. He was my favorite baseball player growing up.

SOFTWARE UPDATE

IMPORTANT SECURITY TIPS FOR EMACC SERVICES

We recommend companies use caution when managing Admin passwords for eMACC services. In other words, sharing Admin passwords is NOT recommended. Each CSR with access to eMACC services should have their own individual User ID and Password.

In addition, the Admin user is able to manage logins for Web Self Care and Web Reporting. It's not necessary to contact eMACC support for resets. Follow the link below for instructions on managing CSRs and passwords in your office.

Check out all of the tips at:

macclientcentral.com/wp-content/uploads/2021/05/EMACC-login-recommendation-instructions.pdf

TECHNICAL INFORMATION

WE HAVE A NEW SECURITY ALERT ARCHIVE



MACC's Technical Support Team is continually monitoring for potential cyber security threats and vulnerabilities. When we come across something that would be helpful to your organization, we want to pass that on to you. An example is the alert we sent out last month regarding a required update for Dell computers. If you haven't completed the update, please do so by following the instructions found via the link in the digital version of the newsletter.

We also send out notifications to clients reminding them to schedule tests of their MACC Application Recovery Service (MARS) and to conduct Technical Support Program (TSP) annual assessments.

For future reference, we have started an archive of these alert notices. You'll find the archive in the Technical Support section of MACC's Client Central. We'll continue to add updates here so you have a trusted resource from which to draw upon.

If you have any questions about the archive, or other cyber security considerations, please don't hesitate to ask us. You can reach us at 402-533-5300 or macctechs@maccnet.com.

FEATURED RECIPE

CORN SALAD

Ingredients

- 4 c. fresh or frozen corn, rinsed and drained if frozen
- 1 c. cherry tomatoes, halved
- 1/3 c. crumbled feta
- 1/4 red onion, finely chopped
- 1/4 c. basil, thinly sliced
- 3 tbsp. extra-virgin olive oil
- Juice of 1 lime
- Kosher salt
- Freshly ground black pepper

1. Toss all ingredients together in a large bowl, then season to taste with salt and pepper.

Recipe courtesy of The Delish. Have a recipe you'd like to share? Send it to Ryan at rthompson@maccnet.com.