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Transmit Day

November's transmit day for first of the month billing is October 24th..

Download MACC's October Calendar

You'll find our recipe of the month (Curried Brown Rice with Pumpkin Seeds, Apricots, and Spinach), Tips and Tricks, and TRIVIA!

[Click to download the October Calendar](#)

MACC Announcements

Maintenance Sunday – October 14th
 From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, October 14, 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 time frame on the second Sunday of each month.

Industry Calendar

MACC will be attending the following telecom industry events

Please see [MACC Events](#) for details

MACC NEWS

VERSION 23.2 IS COMING YOUR WAY!

Even as we were busy seeing all of you at 2023 MBTC, we were preparing our latest versions of our products. Our 23.2 fall release will be heading your way soon, but in the meantime, here are some highlights:

- **MACCGIS** – we are linking our flagship billing product (Customer Master) with our new mapping product. With our first phase complete, account, network, and address data will pass through for seamless data flow to the map.
- **SmartVx** – we have incorporated a new video messaging platform to engage and inspire action with personalized video experiences for your customers. This is revolutionizing the way you can communicate with your customers, as well as encourage them to an immediate call-to-action. Now your customers be able to – in a quick, fully customizable video message from you – see changes to their bills, see additional services, make online payments, and be welcomed to your company. All this, and saving you time and money as you reduce calls and walk-ins for these daily questions! **We are offering a demo on Tuesday, October 24th at 1:00 PM CST so you can see this cool new option! More information coming!**
- **Integration with Calix Subscriber Service** – we are now offering seamless integration from Customer Master to Calix with a real-time, user-friendly experience. More efficiencies to offer you and your team as we continue to hone our Calix integrations and partnerships so you can eliminate swivel-chair management
- **Automate and Provision Reconnect Service Order with Payment** – Saving you time and labor, real-time payments can now reconnect disconnected accounts!
- **Deferred Entry Automation in Accounting Master** – eliminate manual steps to create a deferred monthly recurring entry.
- **Global Search Bar in MACC Mobile** – enter a key value or phrase and search across multiple data sets
- **New Customer Contact and CPNI Information in Web Self-Care** – we continue to improve the new customer experience in the self-service portal, and this new functionality will allow existing registered users to update their Contact and CPNI information.



MACC NEWS

MACC ACQUIRES A NEW MAPPING PRODUCT LINE

Congratulations to the winners of the Aha! Challenge presented to you during MBTC.

Thank you for all of your great ideas and votes in Aha! The votes were counted and the winners are: Angie Thilges (Northwest Communications) and Sheri Cothran (JBN/Giant)

If you haven't signed up for Aha! please contact your Client Solutions Manager.



HAVE A MINUTE? LEARN SOMETHING NEW WITH A MACC MINUTE TUTORIAL

[Visit: macclientcentral.com](http://macclientcentral.com)



DAYLIGHT SAVINGS TIME REMINDER

Daylight Savings Time will have to turn their clocks back an hour on Sunday, November 5, when standard time resumes!

NOVEMBER

