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Transmit Day

January's transmit day for first of the month billing is December 21st..

Download MACC's December Calendar

You'll find our recipe of the month (Buttermilk Scones), Tips and Tricks, and TRIVIA!

[Click to download the December Calendar](#)

MACC Announcements

Maintenance Sunday – December 9th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, December 9th, 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

HOLIDAY MESSAGE FROM OUR EVP

As 2023 draws to a close, I want to take a moment to reflect on the journey we've shared as your trusted solutions partner; and look ahead to an exciting future filled with new opportunities and growth for your business.



MACC experienced a lot of change in 2023. We were fresh off being acquired at the end of 2022, and 2023 has been a remarkable year for us, filled with challenges and triumphs. I acknowledge we've had some difficulties during the integration, but we are quickly resolving your concerns and we are better for it. With all this change comes a renewed focus on being the best solution to support you and your business.

MACC is well known for our superior customer relationships and the value our solutions provide. Our product roadmap is focused on providing a fully integrated, robust BSS/OSS web-based solution for your organization. This year MACC acquired a mapping solution and a network analysis solution to improve your business operations, drive lower costs and higher revenue for your businesses. MACC also benefits from other Harris Business solutions, like SmartVX to drive your customer engagement strategy via personalized and interactive videos.

Our relationship with you, our esteemed customers, is the cornerstone of our business. Your feedback, loyalty, and trust have shaped us into a better organization. We are profoundly grateful for the opportunity to serve you and be a part of your lives and businesses. It is your support and collaboration that drive us to continually improve and strive for excellence.

Looking ahead to 2024, we are filled with optimism. We see a future brimming with possibilities and are excited to explore new horizons with you. Our commitment to delivering exceptional value and service remains steadfast. We are gearing up to introduce more innovative solutions, enhance our customer experience, and continue making a positive impact in our community and industry.

In closing, we thank you once again for your unwavering support. May the coming year bring you success, happiness, and prosperity. We look forward to continuing our journey together, creating more memorable experiences and achieving new heights.

– Brian Thomas

PRODUCT SPOTLIGHT

ALWAYS HERE...ALWAYS GROWING

By Joelle Kesling, Client Solutions Manager

This is such an exciting time for MACC! Not only has a whole year and then some passed since Harris acquired MACC, but we are also rapidly expanding the services we are bringing to you!

As you know, MACC acquired NewNet Mapping Services – now MACCGIS – and we are working on the implementation for those of you who have already signed up. Harris heard mapping was a priority item for our customers, and through the Harris acquisition of MACC, we were able to move on this very quickly. The response from you has been tremendous so far – we rolled out the information at MBTC, have done several group demos, and are working on getting this rolled out to several of you during Q1 2024.

SmartVx

The logo for SmartVx features the word "Smart" in a bold, black, sans-serif font, followed by a stylized "V" that is a film strip with a light blue background and black sprocket holes, and finally the letter "x" in the same bold, black, sans-serif font.

SmartVX is another service we rolled out during MBTC – and we've done several group demos since! SmartVX is an easy way to bring clarity to your end-users with custom videos for subscriber engagement. These videos are completely customizable, from the voice being used, the language being spoken, the graphics used, and the verbiage in the video. One of the coolest aspects of about these customizable videos is YOUR customers will see their name, billing information, and specific services in the videos – because SmartVX is using information pulled from Customer Master. Reducing calls to your office is the first benefit you will notice as you roll out these videos – something I'm sure everyone will appreciate!

MACC has also recently acquired NAMS Firefly, a telecom network data analysis and fraud mitigation service. NAMS monitors your telecom network to help you understand the data, in addition to monitoring and preventing fraud. The MACC customers who are also NAMS customers have provided incredibly positive feedback about the day-to-day use of NAMS, and we are excited to be scheduling group demos after the first of the year so we can show the rest of you how much this trusted service can bring to your operation.

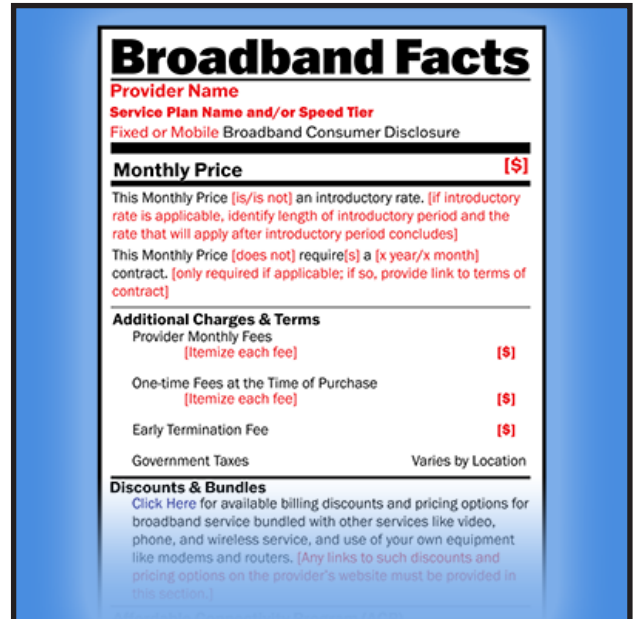
We are also working on additional products and services we will be rolling out very soon – so please stay tuned for even more information. As always, if there is anything you would like to discuss, please contact me jkesling@MACCnet.com or reach out to your Client Solutions Manager.

CLIENT SOLUTIONS NEWS

THINKING ABOUT BROADBAND LABELS? THEY'RE ON OUR MIND AS WELL

A popular question sent to our Client Solutions Managers recently has been what action is MACC taking to prepare for the FCC's Broadband Consumer Labels in 2024. We're happy to report our Research and Development (R&D) Team is currently researching the label requirements and making plans to ensure potentially affected MACC solutions, such as our Web Self-Care and Point-of-Sale system have the necessary labels in place to meet the requirements. MACC has a long history of ensuring our products allow your companies to always be in compliance with all regulations and the Broadband Consumer Labels will be no different.

If you have any questions on the action we're taking regarding this important topic, please contact your MACC Client Solutions Manager.



CLIENT SOLUTIONS NEWS

ON BILL MARKETING SECTION COMING JANUARY 2024

Starting in January 2024 our companies will be able to add a marketing section to their customers bills. This will be a full page front and back with a possibility of up to 6 images available to them to add extra marketing pieces on their bills outside of the current drop inserts they may be using. For right now if a customer chooses to utilize this new offer, it will be placed on all customers bills, there will not be any criteria to target certain customers. We are looking at adding that in the future. The customers will work with Pam West to set up the images to be pulled in during billing to be placed on the bills. We see this as a good opportunity for our companies to increase their marketing to their customers along with a new revenue stream for MACC.

If you have any questions on this new offering for our companies, please let me know.

Thanks,

Greg Stewart – Billing Services Programming Manager

MACC NEWS

MACC HOLIDAY HOURS

It's already "that time of year"! MACC's holiday hours are below:

- Friday, December 22nd.....Closed for Christmas
- Monday, December 25th.....Closed for Christmas
- Monday, January 1st.....Closed for New Year's Day

We hope everyone has a safe and happy Holiday Season!



WHAT'S NEW ON MACC'S WEBSITE?

eMACC PRODUCT DOCUMENTATION

During July, our Training Team added two MACC Minute Tutorials covering our Web Self-Care service. As a reminder, MACC Minutes are concise training videos available at no added cost to all MACC Clients. [Log-in to MACC's Client Central](#) and then check out the latest videos today!

- [Registering for Web Self-Care](#)
- [Web Self-Care Basics](#)

