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## Transmit Day

February's transmit day for first of the month billing is January 24th.

## MACC's Monthly Recipes

- [Buttery Sautéed Mushrooms with Fresh Herbs](#)
- [Spiced Banana-Oatmeal Cookies](#)

## MACC Announcements

**Maintenance Sunday – January 13th**  
From 10:00 a.m. to 3:00 p.m. (Central)  
on Sunday, January 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 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

# WELCOME TO THE FAMILY!

Harris added PhoenixSoft, which is a softswitch, billing, and cloud-based communications platform, to the MACC family in December.



What does this mean for you? It means we can offer softswitches comparable to Metaswitch and Ribbon at a fraction of the cost! For those of you using legacy switches, we are happy to work with you to explore the options you now have through MACC. There are other business solution options we can now offer to you as well – things like video conferencing, desktop sharing, and instant messaging. Through PhoenixSoft, we can also offer you calling service portals, wholesale switching, advanced least cost routing, profitability reporting, and quality of service monitoring.

In 2023, Harris acquired 3 companies to add to the MACC portfolio – first NewNet (now MACCGIS), then NAMS Firefly, and now PhoenixSoft (which includes Simplified Networks and Cirrus). As we continue to acquire value-add companies in order to expand the products and services we can bring to you, we want you to know we are doing this because of our commitment to you. Many of you ask for our direction and input as you are doing your strategic planning, and MACC wants to bring you as many solutions as possible.

You can read the official press release about the PhoenixSoft acquisition [here](#). Additionally, you can learn more about PhoenixSoft at [PhoenixSoft | Cloud-Based SoftSwitch and Billing Platforms for Telco Providers](#).

## CLIENT SOLUTIONS NEWS

# CUSTOMER SATISFACTION SURVEY

Each year, we send a Customer Satisfaction Survey because we truly value and appreciate your input. We read each and every one of the responses, and use your suggestions to improve. Please be on the lookout for the 2024 Customer Satisfaction Survey e-mail soon!



## CLIENT SOLUTIONS NEWS

# THOUGHTS ON THE NEW YEAR

By Joelle Kesling, Director of Sales + Marketing

Like many of you, I take the time to reflect each January. I think about where I've been over the last year both personally and professionally, and about how I can make positive changes for the coming year. I wouldn't say these are necessarily New Year's "resolutions", because we all know how those generally turn out – but more of a time just to reflect.

What I'm reflecting on right now is you – our customers. I've been at MACC 35 years, and have gotten to know many of you very well. We share stories of work and family and all that goes along with both. We work together collaboratively when there are issues, and come out on the other side better than when we started. We continuously learn. We evolve. So my point of writing down all my thoughts on this is just to remind you that we – the entire MACC team – are here for all of you. We want to help, we want to guide, and we want to continue to collaborate so we can make things better for you. Reach out to us for the good, the bad, and everything in between.

I've said it a million times and it is most certainly cliché – but it's not meant to sound insincere: we can't fix what we don't know is broken. So if there are things we need to help you through – whether it's creating a new process for efficiency improvements, revising an old process because there is new functionality, explaining new functionality, helping you with continuing education ... no matter WHAT, call us. Talk to us. Tell us what is going on so we can help. Oh, and you can always call when things are good and tell us that, too.

Thank you for trusting us with your business. It truly is important to us, and it's why we all show up each and every day – we show up for you.

Happy New Year everyone!



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