MACC

eMessage
February 2024

Transmit Day
Marchs transmit day for first of the month billing is February 22nd.

MACC's Monthly Recipes
- Spinach Dip Hot Bread
- Juicy Pear Crumble

MACC Announcements
Maintenance Sunday – February 11th

From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, February 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 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
MBTC – SAVE THE DATE!

We have decided to shake things up a bit, and our 2024 MBTC will be held in Omaha July 9th – 11th. Embassy Suites has agreed to continue hosting us, so we will still have the Old Market steps away!

Planning has started, and we are working hard to insure this is the best MBTC yet.

In 2025, MACC celebrates 50 years – so plan ahead and put July 8th – 10th on your calendar because it's certain to be an awesome celebration of all of you, who have made our 50 years possible.

More details to come soon!

CLIENT SOLUTIONS NEWS
WE ASK – YOU ANSWER – WE LISTEN!
IT'S REALLY THAT EASY!

We are once again sending our annual Customer Satisfaction Survey, and we want to hear what you think!

It's important for the MACC Team to understand where your businesses are headed, and what products + services you need to get there. By knowing how we're doing, we can make sure we're headed in the right direction for the future. YOUR future.

Please take a minute (it's a really short survey!) to click the following button and give us your feedback.

Take the survey

CLIENT SOLUTIONS NEWS
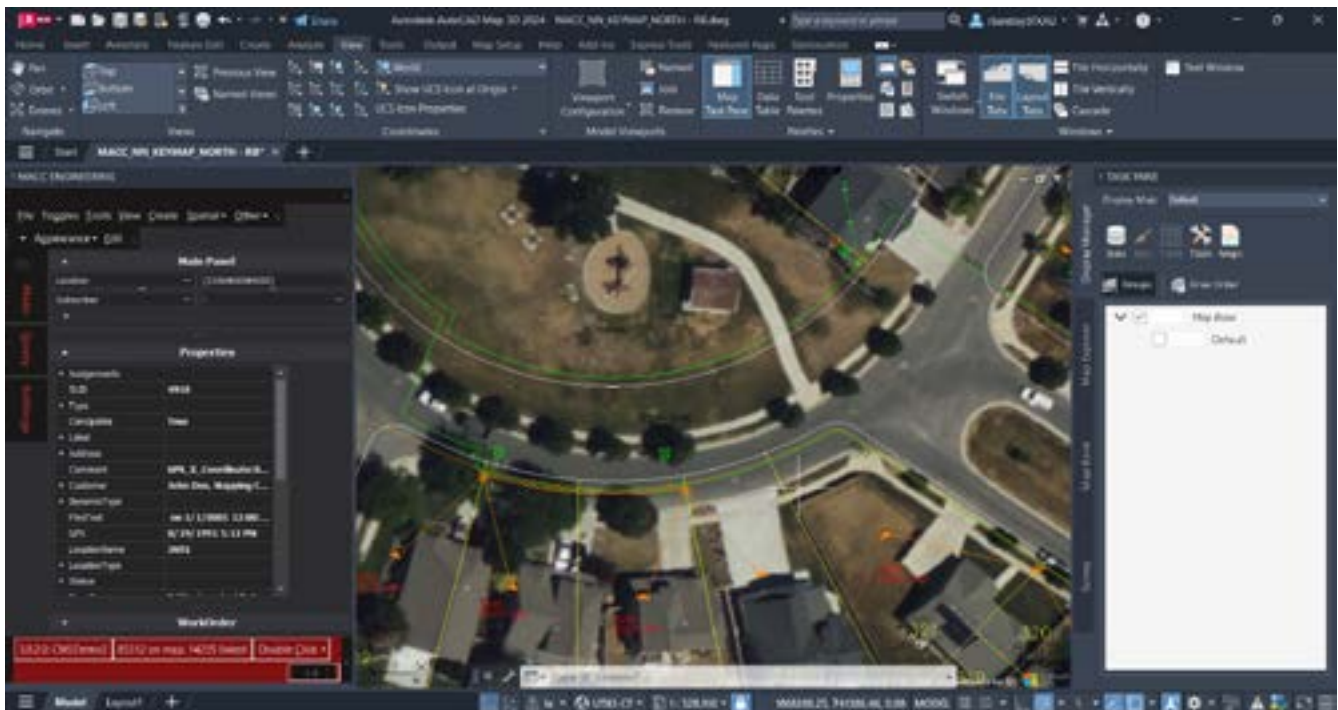# MACC GIS – YOU ASKED, WE DELIVERED
By Ron Bentley, Senior Solutions Architect, R+D

MACC GIS is an exciting new tool MACC's customers can use to map their facilities. It tracks infrastructure such as cable, pedestals, hand holes, subscribers and more.

MACC GIS is based on AutoCAD, so most companies can continue working with the tools they already know and appreciate. However, MACC GIS also maintains a copy of the data in a SQL Server geospatial database. That means other users can consult the map in a web browser or even from within MACC's own CM.

MACC GIS is built on three main components:
- Web map (hosted at MACC)
- A plugin to AutoCAD
- EPM – Enhance Plant Management, a Windows application for maintaining "entity relationships" such as cross-connections at junctions or designated pairs at subscriber locations

Contact your Client Solutions Manager for a demonstration.

PRODUCT NEWS
PRODUCT POLL OF THE MONTH

Please take a minute to vote on our featured Product Poll of the Month regarding customer contact options. Are you interested in adding another channel of communication with your customers? Whether it's a live chat option, engage with a trained ChatBot, a web chat to text feature, or social media support, we want your feedback. Click the link below to vote!

ChatBot | LiveChat | Web Chat to Text | Social Media

New to Aha!? Contact your CSM to get set up today.