

## In this issue...

MACC News  
Billing News  
Product News

## Transmit Day

May's transmit day for first of the month billing is April 23rd.

## MACC's Monthly Recipes

- [Sugar Snap Pea Salad](#)
- [Lemon Bar](#)

## MACC Announcements

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

### BROADBAND LABELS – WHAT YOU NEED TO KNOW:

#### Print / E-mail Label Update:

This is forefront on everyone's mind these days, and we are happy to report MACC has developed functionality to meet all the Broadband Label requirements in terms of printing and e-mailing labels ahead of the FCC deadlines. Reminder, for companies with more than 100K subs, your deadline is April – and for everyone else, it's October.



Customer Master 24.1 has the capability to generate printable broadband labels based on Internet USP codes. The labels can also be sent via e-mail, and are available in English and Spanish. Labels will be archived for two years -and if you have any questions, please reach out to your Software Support Representative. We are also creating a training video for you that will explain how to configure and generate the labels, and will send notification when that is ready for you.

#### Web-based Label Update:

This summer, we will have web-based labels ready for you, for use in our Web Self-Care product. Like the printable labels, they will be based on USP codes in Customer Master. The labels will be available for use on your external websites as well, making it easy for your customers to see the information they need.

Making a change to a USP code in Customer Master? Don't worry – this will automatically be reflected on the web-based labels. We wanted to make this process as easy as possible for you! Like the printed/e-mail labels, these will be archived for two years.

Please don't hesitate to reach out to us if you have any questions. We will also have a session on Broadband Labels at MBTC this year, so mark your calendars for an in-person discussion.

## MACC NEWS

# MBTC 2024: ACHIEVE

July is right around the corner (can you believe we are already in April?) and we are excited about our new date and new format of MBTC 2024!

MACC has had meetings where a large group of customers got to share a room for a day or two, and many of you have asked us to consider that type of format for MBTC. This is one of the biggest changes we are making this year, because we will have very few break-out sessions. There will be specialized break-outs for short periods of time, but we will be holding a major part of the conference as one big group. We will have some guest speakers, MACC SME's presenting rapid-fire sessions, and some other session surprises for you.

In addition, our evening event is being organized to include everyone – so bring your love of trivia and your music knowledge because there are going to be some AWESOME prizes for those of you who pull ahead of your peers. Things like ... and I don't want to give too much away ... iPads, Kindles, Noise-canceling headphones ... really cool stuff that you won't want to miss! We want to keep everyone engaged and active for the evening event – so plan to come and have a ton of fun!

As always, we will be sending information to you in the next few weeks, because registration is opening in May – so be on the lookout!



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## BILLING NEWS

### NEW MARKETING SECTION COMING TO BILLS IN

Looking to go BIG with your statement-based marketing? Then we have great news for you!

Starting in May, your company will be able to add a new, larger marketing section to your customers' monthly bills. This section will be a full-page front and back with the ability to display six separate images in addition to any drop inserts in use.

Initially, this larger marketing section will be displayed on all bills for the month. We are looking at adding criteria to target specific accounts as a future enhancement.

Interested in using this enhancement to engage with your customers? If so, please contact Pam West at [pwest@maccnet.com](mailto:pwest@maccnet.com) for more information.



## PRODUCT NEWS

# PRODUCT POLL OF THE MONTH

We want to hear from you! Please take a minute to vote on our featured Product Poll of the Month with your WorkFlow Preference. We're conducting a Usability Study to gain a deeper knowledge of how our products are being used, with the goal of improving the workflow of daily tasks. While you're there, take a look at our other live polls and chime in. Click the link below to vote!

### [CM Usability Study](#)

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



# Have you signed up for... Aha!



If not contact your Client Solutions Manager to get signed up today!

**MACC**

## 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](#)

