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Transmit Day

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

MACC's Monthly Recipes

- [Chocolate Ice Cream](#)
- [Reuben Sandwich](#)

MACC Announcements

Maintenance Sunday – May 11th
From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, May 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 THOUGHTS

Has it been a while since you've taken advantage of all the educational opportunities MACC offers? Have you felt like you want to meet your peers in the industry? Wish you could ask someone in a like position how they manage day-to-day activities?

All of these can be answered when you attend 2024 MBTC! We are once again hosting in Omaha, but want to let you know about a few changes we've made.

First, as you all know, we are holding MBTC in July (July 9 – 11) this year. This is due to a number of factors, but the most important being we want to see more of your smiling faces, and you kept telling us September was becoming more difficult due to other industry events and handling the back-to-school events.

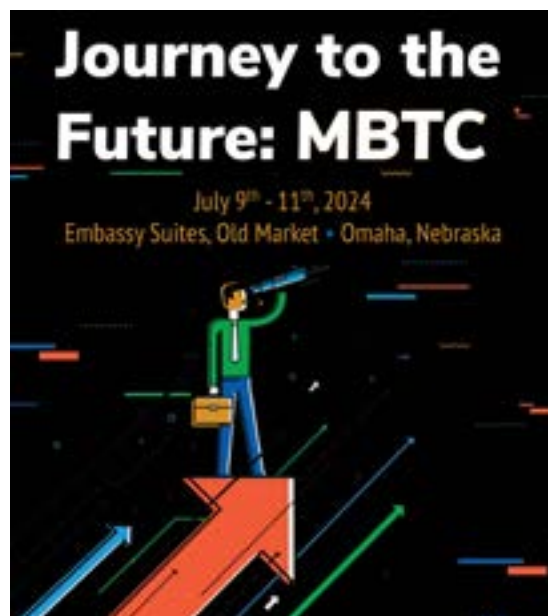
Second, we changed the schedule to be more in-line with what you have been requesting, which is more time to talk with your peers. You also have requested fewer breakout sessions and more time in a big group, listening to how others handle certain aspects of their businesses. We offered so many break-outs, it became hard for you all to attend as many as you wanted to. Our pared-back schedule gives everyone the opportunity to spend more time in a group setting. We will still have some breakout sessions, but not so many it's overwhelming for you.

Third, we have some industry experts coming to talk to us. We will have a peer session, where customers like you will share their experiences using MACC products and services for efficiency improvements, revenue generation, customer engagement, and more. JSI will be on-hand to share a session where we will be discussing Broadband Labels – we are excited to share with you all the things MACC has done to help you through this. The CEO of Business Builders, Jay Owens, will be sharing his thoughts on Building a Lasting Business and Work/Life Balance. There are more surprises in store, so stay tuned.

Last, in place of our usual first-night hospitality, Paymentus and Calix are co-hosting an offsite event. As everything continues to come together, we will share all the details. This is going to be a BLAST, so put it on your "must do" list!!

We hope you all will join us. We spend a lot of time trying to make the conference as valuable as possible, because we know how hard it can be to take time away from family and the office.

If you have any questions, please reach out. We are here to help!



CABS NEWS

DON'T FORGET...NEW CABS SERVICES CAN MAKE LIFE EASIER

Big news from the CABS Team! We have one new service and another service with a more efficient process. Both the new and updated services can make your job easier! The new service is Carrier Invoice Resolution and the service with an updated process is the completion of the NECA CAF ICC Report.

The Carrier Invoice Resolution service will help clients who enroll maximize access revenue through monthly check-ins for outstanding balances or disputes.



How the service works

1. Each month the MACC CABS Team will send a “check-in” e-mail to enrolled clients inquiring about carriers with outstanding balances or disputes.
2. If a client has an outstanding carrier balance or disputed charge, the MACC CABS Team will contact the carrier on the client’s behalf.
3. We will handle disputes with the carrier and/or remind them of unpaid, missing invoices.
4. Follow-up will continue until the issue is resolved.

An important note, MACC cannot be responsible for any litigation between a client and carrier.

Ensure your company is maximizing access revenue with Carrier Invoice Resolution. To get started, visit the link below on MACC’s Client Central. You’ll find pricing and an enrollment form.

Carrier Invoice Resolution Service Form

Please don’t forget: Tariff updates are needed

MACC is gearing up for the tariff changes for Special Access for July and Switch Access for August.

Please remember...we will need your new tariff updates sent to the CABS group at MACCCABSSPECIALSERVICES@MACCNET.COM as soon as you receive them in June. If your consultant receives them on your behalf, please pass this reminder on to them. Thank you!

If you have questions on either service, please reach out to me at amommsen@MACCnet.com or 402-533-5268. We look forward to simplifying these important tasks for your company.