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Transmit Day

August's transmit day for first of the month billing is July 24th.

MACC's Monthly Recipes

- [Best Lemonade Recipes](#)
- [Sheet Pan Feta Chicken](#)

MACC Announcements

Maintenance Sunday – August 11th From 10:00 a.m. to 3:00 p.m. (Central) on Sunday, August 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: It's a Wrap!

By: Joelle Kesling | Sr. Director, Sales & Marketing

Another MBTC is in the books, and we have a lot to report. The positive response to the sneak peek of our modernized software was fun! While the MACC team has been very excited to bring you the new dashboard with all kinds of information at your fingertips, hearing the positive reinforcement tells us we are making the exact changes you've been asking for. This is what we strive for every day as your partner, so we can't wait to show you what's next.

The peer session, where you heard from companies about how they've successfully implemented MACC's products and services, was definitely popular! When you hear a company reduced delinquents by 87% after implementing Twilio, you can't help but be impressed. We love how your peers shared their SmartVX experience, and how they are now able to reach a mass audience – in both English and Spanish – to help communicate important information to new and existing customers alike. Our Creative Services team received some love from another company who works with us every month to send out multiple mailings to their customers. We work in tandem with them to keep their end-users as informed as possible!

Attendees really enjoyed the new format – having minimal break-out sessions ensured everyone attended the most sessions possible. Our co-presentation with JSI about Broadband Labels was both informative and reassuring to you all that we've done everything we can to accommodate this requirement within our software. The time-savings you will realize from this is immeasurable!

While we missed those of you who couldn't attend, we hope you put it on your calendar for next year. We're moving back to September and are working with the hotel right now to iron out the details so we can also go back to two sessions, which means more of you will be able to attend. This truly is an event we put on specifically for you all, so please keep the suggestions coming in order for us to make it a "can't-miss" event each year!



TRAINING NEWS

Latest MACC Minute Tutorial: FCC Broadband Label's

We'd like to share with you a video showing Customer Master's changes to assist in creating Broadband Labels. This will walk you through the new screens and updates to existing screens in the software. Once complete you'll be able to print or email the labels out of Customer Master.

Broadband Facts

Provider Name

Service Plan Name and/or Speed Tier

Fixed or Mobile Broadband Consumer Disclosure

Monthly Price (\$)

This Monthly Price (is/is not) an introductory rate. If introductory rate is applicable, identify length of introductory period and the rate that will apply after introductory period concludes.

This Monthly Price (does not require) a 12-month (month) contract. (only required if applicable; if so, provide link to terms of contract)

Additional Charges & Terms

Provider Monthly Fees (\$)

(itemize each fee)

One-time Fees at the Time of Purchase (\$)

(itemize each fee)

Early Termination Fee (\$)

Government Taxes Varies by Location

Discounts & Bundles

Click Here for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers. [View links to each discount and](#)

BILLING NEWS

POSTAGE RATES GOING UP AGAIN IN JULY

By: Steve Wolff, Billing Operations Manager

The U.S. Postal Service increased its postage rates again on July 15th. Together, the various price hikes represent a boost of 5.4 percent. It's the Seventh price hike since early 2019 and the second in 2024. Here are the following new rates as of July 15, 2024.

		Automation		
Weight Not Over (oz)	5-digit	ADDC	Mixed AADC	Single Piece
1 & 2 oz	\$0.545	\$0.593	\$0.622	\$0.73

The majority of statements mailed from MACC fall into the automated one or two ounce categories. For questions regarding the new postage rates, please email me at swolff@maccnet.com.

MACC features can reduce your postage expense

If you're looking for ways to reduce your company's postage expense, MACC offers two alternatives to mailed statements. First, we have eBill which provides your customers with complete online access to their account. Statements can be sent to enrolled customers via e-mail to reduce the number of mailed statements, and payments can be made using several electronic options. If your company already has eBill, make sure you're promoting the service's use. The benefits of eBill are only limited by the number of customers using it. Your MACC Client Solutions Manager or Account Manager can answer any eBill related questions.

A second option, which is included at no extra charge within Customer Master, is the ability to e-mail statements to customers directly from the program. This feature only requires a customer's e-mail address and permission to send statements via e-mail. For assistance utilizing the bill via e-mail feature, contact your MACC Software Support Representative.

PRODUCT NEWS

HAVE YOU HEARD OF AHA!?



For those who have already signed up, here's the link: macc.ideas.aha.io and for those who can't wait to sign up, please e-mail maccproddevl@maccnet.com to get registered to submit your ideas!