



October 2024

eMessage

PRODUCT NEWS

UPDATES TO BROADBAND LABELS

The FCC has recently published updates to the Broadband Labels, enhancing their readability and machine-readability. Here is a quick overview of the changes we have recently implemented in Customer Master:

New Features:

- **CSV Export:**
 - A new “CSV Export” button has been added to the Broadband Label maintenance screen, allowing you to easily export label details.
- **Broadband Label Template:**
 - Data Allowance Policy: A new field has been added to the Broadband Label Template to include a URL for the data allowance policy. This will print on the label if the service plan has data allowance charges.
 - Government Taxes: A “Government Taxes” group box with options for tax variations by location has been added.
 - Contact URL: The Customer Support contact email was replaced with a “Contact URL” field for better accessibility.
- **USP | FCC tab – Speed Information and Label Type Determination:**
 - Download and Upload Speeds: The speeds printed on the labels will now be pulled from the “Affordable Connectivity Program” group box instead of the “FCC Internet Reporting” group box. Ensure these fields are populated in the Broadband Service group box for accurate display.
 - Speed Ranges for Mobile: For mobile broadband types, you can now enter speed ranges (e.g., 20-25) in the Download and Upload Speed fields, reflecting the typical speeds and latency consumers can expect.
 - Broadband Service Type: The type selected from the “Type” drop-down (Fixed, Mobile, or Both) will now determine the label type, rather than the USP Code’s network type. This selection will print next to the “Broadband Consumer Disclosure” line on the label.
- **USP | Broadband Label tab – Data Cap Information:**
 - Additional Data Increments: A new field, “Additional Data Increments (GB),” has been added to the Data Cap group box. This field specifies the amount of data used beyond a plan’s allowance and the associated charges. It can be set to zero if applicable.
 - Null/Blank Fields: The “Amount (GB)” and “Additional Data Usage Charge” fields can now be left blank, which will display as blank on the label. However, if the Data Cap Type is set to “3-Yes, Hard Data Cap” (metered data), the usage and charges can be zero but not blank. For other Data Cap Types, these fields can be blank if applicable.
- **Introductory and Contract, Discounts, and FCC Terms:**
 - Introductory/Contract Section: The verbiage has been updated and is displayed in separate lines for easier readability.
 - Discounts & Bundles Section: The verbiage has been updated, the “Click Here” link has been removed, and the Discounts & Bundles URL is now displayed instead.
 - FCC Terms: The FCC Terms verbiage has been updated on the label.
 - These updates are designed to provide clearer and more detailed information on the Broadband Labels. If you have any questions or need further assistance, please reach out!

Broadband Facts	
SUCCESS TELEPHONE CO 24.1 MAXIMUM TES	
DSL SERVICE - UP TO 25 MBPS	
Fixed Broadband Consumer Disclosure	
Monthly Price	\$46.50
This monthly price is an introductory rate	Yes
Time the introductory rate applies	6 Month(s)
Monthly price after the introductory rate	\$55.00
Length of contract	6 Month(s)
Link to Terms of Contract	http://ourcontract.com
Additional Charges & Terms	
Provider Monthly Fees	
ADDITIONAL E-MAIL	\$2.00
MODEM RENTAL	\$5.00
One-time Fees at the Time of Purchase	
INSTALL FEE - ALL NETWORKS	\$30.00
SERVICE ORDER FEE - ALL NETWORKS	\$8.00
DSL/WIRELESS INSTALLATION	\$30.00
Early Termination Fee	\$75.00
Government Taxes	Varies by Location
Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone and wireless services, and use of your own equipment like modems and routers.	
https://comp.com/disc	
Speeds Provided with Plan	
Typical Download Speed	100 Mbps
Typical Upload Speed	10 Mbps
Typical Latency	5 ms
Data Included with Monthly Price	50 GB
Charges for Additional Data Usage	\$5.00/GB
http://CompanyDataAllowancePolicy.com	
Network Management Policy	
https://comp.com/ntwkmgmt	

Datos de banda ancha	
SUCCESS TELEPHONE CO 24.1 MAXIMUM TES	
DSL SERVICE - UP TO 25 MBPS	
Divulgación para el consumidor de banda ancha fija	
Precio Mensual	\$46.50
Este precio mensual es una tarifa introductoria	
Horas en que se aplica la tarifa introductoria	6 Meses
Precio mensual después de la tarifa introductoria	\$55.00
Duración del contrato	6 meses
Enlace a los términos del contrato	http://ourcontract.com
Cargos y Términos Adicionales	
Tarifas Mensuales del Proveedor	
ADDITIONAL E-MAIL	\$2.00
MODEM RENTAL	\$5.00
Tarifas Únicas al Momento de la Compra	
INSTALL FEE - ALL NETWORKS	\$30.00
SERVICE ORDER FEE - ALL NETWORKS	\$8.00
DSL/WIRELESS INSTALLATION	\$30.00
Cargo por cancelación Anticipada	\$75.00
Los impuestos Gubernamentales	Varia según la ubicación
Descuentos y Paquetes	
Visite el enlace a continuación para conocer los descuentos de facturación y las opciones de precio disponibles para el servicio de banda ancha combinado con otros servicios como video, teléfono y servicio inalámbrico, y el uso de su propio equipo como módems y routers.	
https://comp.com/disc	
Velocidades Proporcionaladas con el Plan	
Velocidad de Descarga Típica	100 Mbps
Velocidad de Carga Típica	10 Mbps
Latencia Típica	5 ms
Datos Incluidos en el Precio Mensual	
Cargos por Datos Adicionales	\$5.00/GB
https://comp.com/DataAllow	
Política de Gestión de Redes	
https://comp.com/ntwkmgmt	
Política de Privacidad	

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Transmit Day

November’s transmit day for first of the month billing is October 24th

MACC’s Monthly Recipes

- [Pumpkin Spice Snickerdoodles](#)
- [Stuffed Heirloom Tomatoes](#)

Maintenance Sunday - 10/13

From 10 a.m. to 3 p.m. (Central) on Sunday, October 13th, our technicians will conduct maintenance on our network.

Industry Calendar

Please see [MACC Events](#) for details

CABS NEWS

Don't forget...new CABS services can make life easier

Big news from the CABS Team! We have a new service that can make your job easier! The new service is Carrier Invoice Resolution.

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.

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](#)

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.



SUPPORT NEWS

New Ticketing System for MACC Support Teams

We are thrilled to announce that our support departments have upgraded their ticketing system to better serve you! Our new system is designed to provide more efficient and transparent tracking of your issues, ensuring that your questions/concerns are addressed promptly and efficiently. We believe these improvements will enhance your experience with MACC's Support Teams.

Key Benefits of the New System:

- **Real-Time Updates:** Stay informed with real-time status updates on your tickets using the HUB
 - Emails will be sent out for you to access the new HUB next week
 - MACC.na4.teamsupport.com
- **Improved Communication:** Improved communication channels for quicker resolutions
- **User-Friendly HUB:** A more intuitive platform that allows you to submit tickets as well as viewing current and historical tickets
- **Knowledge Base:** A comprehensive knowledge base that will assist you with questions about the software

What's Changing for You?

We request that our department group emails be used going forward, instead of contacting your Software Support Representative directly. Please update your records with the email addresses below.

- Accounting Master Support – MACCAccountingReps@MACCnet.com or 402-533-5335
- Customer Master Support – MACCSoftwareSupportReps@MACCnet.com or 402-533-5490
- Technical Support – MACCTechSupport@MACCnet.com or 402-533-5300

Should you have any questions or concerns, please don't hesitate to reach out to our support teams or Kelly McIntosh at kmcintosh@maccnet.com.



PRODUCT NEWS**Have you heard of Aha!?**

For those who have already signed up, here's the link:
macc.ideas.aha.io

For those who can't wait to sign up, please e-mail:
maccproddevl@maccnet.com to get registered to submit your ideas!

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