



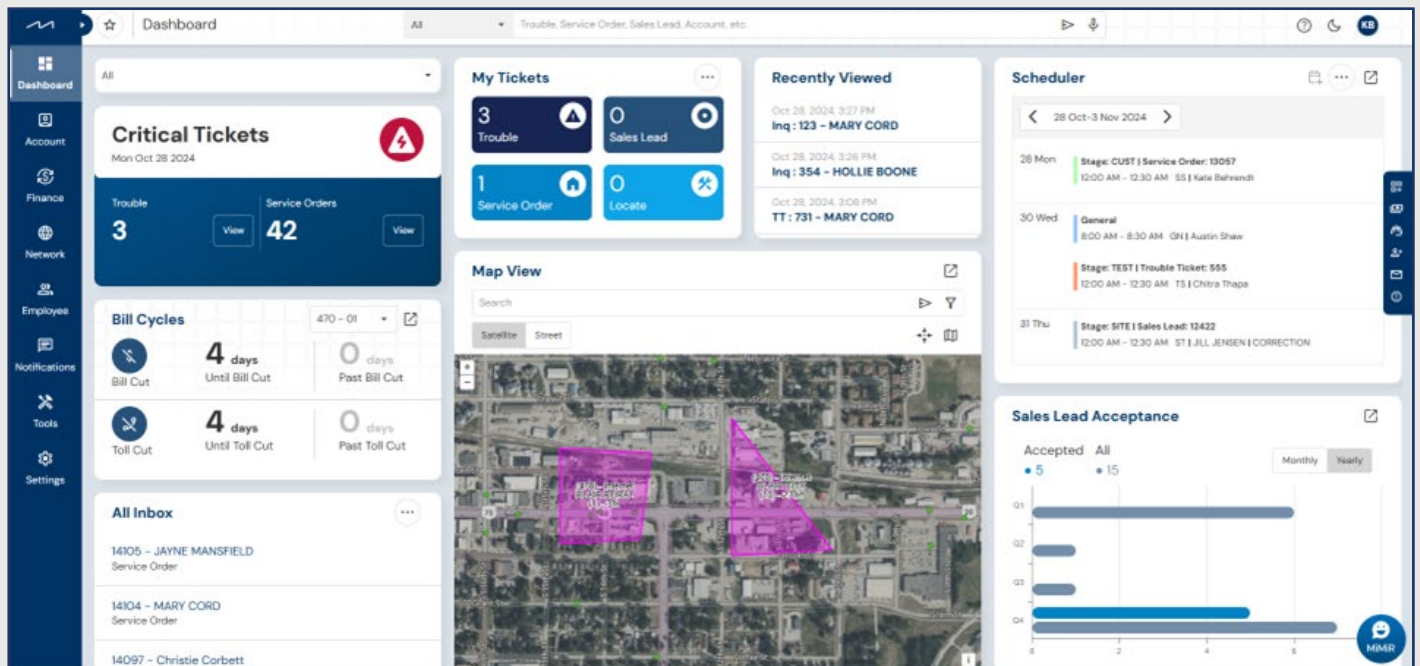
November 2024

# eMessage

## PRODUCT NEWS

### From Legacy to Leading Edge: An Update on The Evolution of Customer Master

It's been four months since MACC's Executive Vice President, Brian Thomas, announced the launch of our Modernization Project at MBTC. Beginning with Customer Master, we've adopted an intuitive, user-focused approach to redesigning the product, aiming to anticipate user needs and streamline workflows. This modernization is not only enhancing the look, feel, and functionality to support your current needs, but it's also upgrading the technology to make future adaptations easier. With this approach, you'll benefit from regular improvements and updates without major disruptions, ensuring the product grows and evolves alongside your needs.



The Research and Development Team has been working hard to bring this vision to life. Our goal is to deliver a product in 2025 that covers 80% of the functionality currently used within Customer Master, allowing users in roles like CSR, Dispatch, or Technician to have a complete, standalone tool without needing to access the legacy Customer Master system. For the remaining 20%—such as monthly processes and maintenance table updates—users will continue to rely on Customer Master until the modernization is fully completed.

Exciting things are happening at MACC, we're looking forward to sharing more details as the project progresses.

Kate Behrendt | Product Owner R&D | [kbehrendt@maccnet.com](mailto:kbehrendt@maccnet.com)

### Transmit Day

December's transmit day for first of the month billing is November 21st.

### MACC's Monthly Recipes

- [Sheet Pan Salmon & Crispy Rice](#)
- [London Fog Tea Latte](#)

### Maintenance Sunday - 11/10

From 10 a.m. to 3 p.m. (Central) on Sunday, November 10<sup>th</sup>, our technicians will conduct maintenance on our network.

### Industry Calendar

Please see [MACC Events](#) for details

**BILLING NEWS****What is the billing process each month at MACC?**

What is the billing process at MACC? This question has come up a few times in the last few months, so I want to take a minute to go through the process that has been in place at MACC as long as I can remember (and I've been here 35 years – please don't comment on the state of my memory!).

This scenario is mainly for our customers who send their end-user bills at the end of the month. I don't want middle of the month companies panicking thinking I've forgotten about you! The process is the same, the steps we take are the same, but for the example below, I'm directly referring to companies whose end-user bills go out by the first of the month.

Once you transmit your billing file out of Customer Master, MACC has 5 business days to get your bills to the USPS. If transmit date is the 22nd of the month, and you transmit before noon CST, that is "Day 1." If you transmit after noon CST on transmit date, the next business day is "Day 1."

From there, we verify we have all your toll files (if applicable). If we do not, we will reach out to your carrier for the data. If we have everything we need, your bills will move to processing.

Once processed, if you are on print notify, you will receive a message letting you know it's time for you to review and approve your bills. If you are not on print notify, your billing file will automatically follow our internal process, which takes it to the next step of printing and mailing. For print notify customers, your billing follows the internal process once we have received your approval.

Next, your customer bills are printed and moved to our bursting / inserting machines. There, the paper goes in and is burst, folded, inserted, and postage is applied. Your customer bills then go into USPS-approved trays, where they are loaded onto carts and taken to the post office in Blair.

You can see why we allow 5 business days to get your customer bills to the post office. Over the past many years, we have done it in far less than 5 days. However, we have the buffer in case a machine breaks down and needs an emergency repair, we have to reprint bills due to a paper issue, or someone is unexpectedly out of the office. We also have over 300 companies for whom we are printing bills, and you can imagine that can take a little while!

There are ways you can get the end-user bills to your customers more quickly:

This will not only get bills to your customers more quickly, but you can get payments more quickly too! Additionally, the postage savings you will realize when you have a majority of your customers receiving their bills electronically can add up to tens of thousands of dollars per year, depending on the size of your customer base.

Transmit in earlier. If you typically wait until the 28th to transmit, transmit in earlier. Or, if you typically transmit in the afternoon of transmit date, transmit in the morning instead. These might seem like small changes, but they can make a big difference in your place in line.

As always, I am happy to talk to you if you have questions, comments, or concerns – so please reach out. My direct line is 402.533.5270, and my e-mail address is [jkesling@maccnet.com](mailto:jkesling@maccnet.com).

Happy billing everyone!

Joelle Kesling



## 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		Datos de banda ancha	
SUCCESS TELEPHONE CO 24.1 MAXIMUM TES DSL SERVICE - UP TO 25 MBPS		SUCCESS TELEPHONE CO 24.1 MAXIMUM TES DSL SERVICE - UP TO 25 MBPS	
Fixed Broadband Consumer Disclosure		Divulgación para el consumidor de banda ancha fija	
<b>Monthly Price</b>	<b>\$46.50</b>	<b>Precio Mensual</b>	<b>\$46.50</b>
This monthly price is an introductory rate Yes		Este precio mensual es una tarifa introductoria SI	
Time the introductory rate applies	6 Month(s)	Hora en que se aplica la tasa introductoria	6 Meses
Monthly price after the introductory rate	\$55.00	Precio mensual después de la tarifa introductoria	\$55.00
Length of contract	6 Month(s)	Duración del contrato	6 meses
Link to Terms of Contract	<a href="http://ourcontract.com">http://ourcontract.com</a>	Enlace a los términos del contrato	<a href="http://ourcontract.com">http://ourcontract.com</a>
<b>Additional Charges &amp; Terms</b>		<b>Cargos y Términos Adicionales</b>	
Provider Monthly Fees		Tarifas Mensuales del Proveedor	
ADDITIONAL E-MAIL	\$2.00	ADDITIONAL E-MAIL	\$2.00
MODEM RENTAL	\$5.00	MODEM RENTAL	\$5.00
One-time Fees at the Time of Purchase		Tarifas Únicas al Momento de la Compra	
INSTALL FEE - ALL NETWORKS	\$30.00	INSTALL FEE - ALL NETWORKS	\$30.00
SERVICE ORDER FEE - ALL NETWORKS	\$8.00	SERVICE ORDER FEE - ALL NETWORKS	\$8.00
DSL/WIRELESS INSTALLATION	\$30.00	DSL/WIRELESS INSTALLATION	\$30.00
Early Termination Fee	\$75.00	Cargo por cancelación Anticipada	\$75.00
Government Taxes	Varies by Location	Los Impuestos Gubernamentales	Varia según la ubicación
<b>Discounts &amp; Bundles</b>		<b>Descuentos y Paquetes</b>	
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.		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.	
	<a href="https://comp.com/disc">https://comp.com/disc</a>		<a href="https://comp.com/disc">https://comp.com/disc</a>
<b>Speeds Provided with Plan</b>		<b>Velocidades Proporcionadas con el Plan</b>	
Typical Download Speed	100 Mbps	Velocidad de Descarga Típica	100 Mbps
Typical Upload Speed	10 Mbps	Velocidad de Carga Típica	10 Mbps
Typical Latency	5 ms	Latencia Típica	5 ms
<b>Data Included with Monthly Price</b>		<b>Datos Incluidos en el Precio Mensual</b>	
Charges for Additional Data Usage	\$5.00/GB	Cargos por uso de Datos Adicionales	\$5.00/GB
	<a href="http://CompanyDataAllowancePolicy.com">http://CompanyDataAllowancePolicy.com</a>		<a href="https://comp.com/DataAllow">https://comp.com/DataAllow</a>
<b>Network Management Policy</b>		<b>Política de Gestión de Redes</b>	
	<a href="https://comp.com/ntwkmgmt">https://comp.com/ntwkmgmt</a>		<a href="https://comp.com/ntwkmgmt">https://comp.com/ntwkmgmt</a>
	<a href="https://comp.com/ntwkmgmt">https://comp.com/ntwkmgmt</a>		<a href="https://comp.com/ntwkmgmt">https://comp.com/ntwkmgmt</a>

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### MACC Holiday Hours:

It's already “that time of year”! MACC’s holiday hours are below:

- Thursday, November 28<sup>th</sup> ..... Closed for Thanksgiving
- Friday, November 29<sup>th</sup> ..... Closed for Thanksgiving
- Tuesday, December 24<sup>nd</sup> ..... Closed for Christmas Eve
- Wednesday, December 25<sup>th</sup> ..... Closed for Christmas Day
- Wednesday, January 1<sup>st</sup> ..... Closed for New Year’s Day

We hope everyone has a Safe and Happy Holiday Season!

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

For those who have already signed up, here's the link:  
[macc.ideas.aha.io](https://macc.ideas.aha.io)

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

**HAVE A MINUTE?****Learn something new with a MACC Minute Tutorial**

If you're short on time, but need to learn how to utilize more features within our products, MACC Minutes are the perfect solution for your training needs. Each online tutorial will leave you with a solid understanding of product features that can make your job easier.

To view a MACC Minutes tutorial, simply click on a topic, a new browser window will open, and the tutorial will begin automatically. Don't forget to turn up your speakers as each lesson is narrated by a MACC Trainer.

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