



January 2025

eMessage

PRODUCT NEWS

Effortless Data Management with NAMS!

By: Joelle Kesling | VP, Support Services

Are you frustrated with your switch data's inaccuracy? Are you having toll issues monthly (or regularly)? Are you hearing from MACC when it's billing time because we are missing toll records, and the result is a lot of your time being spent to straighten it out?

We have the answer!

"Does everything we need it to do" ... "Simplicity with facilitating call records" ... "Big crutch for operating" ... "Really good trouble-shooting tool" If you're wondering what all these quotes are from customers who use the system, here's our solution:

MACC's sister company, NAMS, can ease your frustration and free up time for you each month – by doing the work for you! NAMS gives you visibility into your switch, and provides expertise to insure the data coming through is complete and accurate. If there is a hiccup, there are automatic alerts and reporting so the NAMS team can get in touch with you instantly to get the data corrected. Or, you can elect to review the reports yourself to fix any issues that may arise. Either way, it's a time-saver because you won't have to spend time scrambling so billing can get done on time.

NAMS also offers a fraud detection service, whereby they will again monitor the data and provide an alert when there is a shift in data. This ensures if one of your customer is hacked, you can go directly to NAMS to confirm the fraud – instantly serving and satisfying your customer.

The LERG is also built into the NAMS system, and you have total access to all the reports that show who customers can and can't call.

Another feature is you can quickly identify trunk groups that are being under-utilized, so you can eliminate an expense. Conversely, you can see if you have trunks maxing out, so you can add to the trunk group.

Please contact MACCClientRelations@MACCnet.com for additional information on NAMS – we can get a demo scheduled, walk you through the features and functionality, and get you on your way to eliminating some of the day-to-day work you face!



TRAINING NEWS

Jump Start training dates for 2025

The schedule for our 2025 Customer Master Jump Start Trainings is now available. If you or any members of your team are interested in registering for these sessions, you can sign up at <https://maccclientcentral.com/maccu-schedule/>.

Should these dates not be convenient, we can arrange company-specific Jump Start Trainings. Please contact your Client Solutions Manager to coordinate alternative dates that work for you.

In addition to Jump Start Training, our MACC Trainers are equipped to provide any web trainings listed on the Client Pages. We will work with you to schedule these as requested. We also offer customized training outside of these topics, including onsite training. Simply reach out to your Client Solutions Manager to discuss your needs further.

Tim Carlson | Team Lead, Professional Services | tcarlson@maccnet.com

2025 Dates
Tuesday, February 11th and Wednesday, February 12th
Tuesday, April 15th and Wednesday, April 16th
Tuesday, June 10th and Wednesday, June 11th
Tuesday, August 12th and Wednesday, August 13th
Tuesday, October 14th and Wednesday, October 15th
Tuesday, December 9th and Wednesday, December 10th

Transmit Day

February's transmit day for first of the month billing is January 22nd.

MACC's Monthly Recipes

- [Lasagna Soup](#)
- [Chocolate Shortbread Cookies](#)

Maintenance Sunday - 1/12

From 10 a.m. to 3 p.m. (Central) on Sunday, January 12th, our technicians will conduct maintenance on our network.

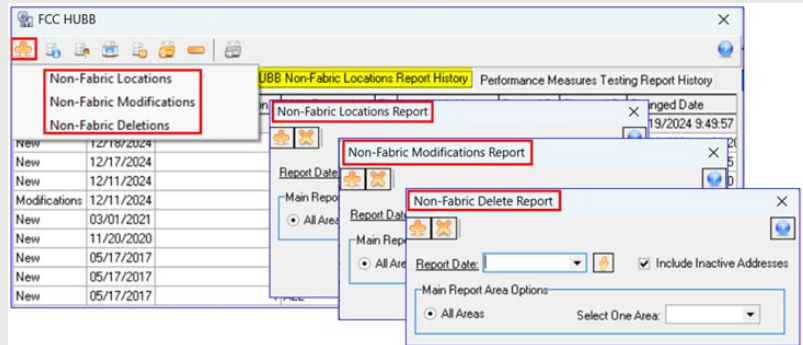
Industry Calendar

Please see [MACC Events](#) for details

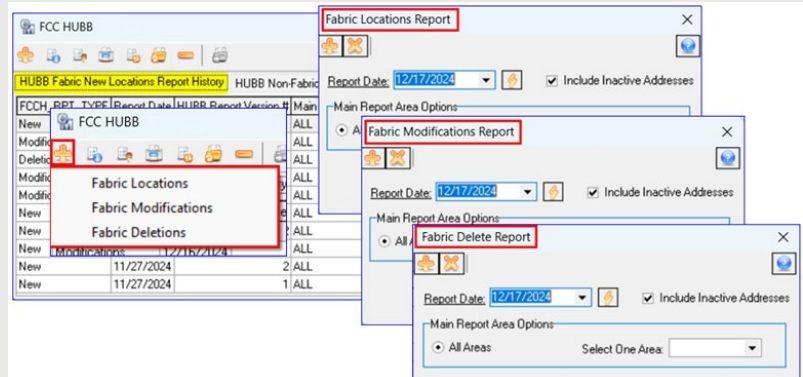
PRODUCT NEWS

FCC - New Fabric Reports and Updates for HUBB

The Broadband Serviceable Location (BSL) Fabric is a standardized dataset of locations in the United States where fixed broadband access is available or could be installed. The FCC requires carriers to use the Fabric in the HUBB to report deployment data and ensure the accuracy of broadband data. MACC is committed to supporting the FCC requirement by updating the existing HUBB reports. New Fabric Locations reports have been developed to include a Fabric ID. The existing reports remained unchanged but have been renamed with “Non-Fabric Locations” labels. This will keep them separate from the new Fabric reports. The existing tab was renamed to “HUBB Non-Fabric Locations Report History.”



A new tab labeled “HUBB Fabric New Locations Report History” has been added to the FCC HUBB reporting screen and is the first tab. The “Create New Report” (+) icon dropdown has the following report selections: Fabric Locations, Fabric Modifications, and Fabric Deletions. Use these reports to view, print, and create Fabric Location reports.



Fabric Locations Report: When on the “HUBB Fabric New Locations Report History” tab, clicking the “Create New Report” (+) icon and selecting “Fabric Locations” will open the “Fabric Locations Report” parameter screen. Generate the report in the same way as the existing HUBB Non-Fabric Locations Report. The new Fabric report will pull details from the BDC section of the Network Address | Regulatory tab. This includes the Fabric Location ID, which is the same as the BDC Location ID. If the BDC details are populated, the address details will appear in the Fabric report.

Study Area Code*	Latitude*	Longitude*	Date of Deployment*	Download/Upload Speed Tier*	Download	Upload
Address*			City*	State*	ZIP Code*	# of Units*
Carrier Location ID	Latency	Technology	Fabric ID	Other Technology	Reason Explanation	
124701	41.4916115330469	-96.10399274287	12/17/2024	1	3.0000	1.0000
10300 BUCK LN			BLAIR		NE 68008	1
602	1	61	152364952			

Fabric Modifications Report: Selecting “Fabric Modifications” will open the “Fabric Modification Report” parameter screen. When this report is generated only records the user wants to modify in the HUBB file are included. This report includes the HUBB Location ID, Study Area Code, Carrier Location ID, Fabric Location ID, Date of Deployment, and more.

HUBB Location ID	Study Area Code*	Latitude*	Longitude*	Date of Deployment*	Download/Upload Speed Tier*	Download	Upload
Address*				City*	State*	ZIP Code*	# of Units*
Carrier Location ID	Latency	Technology	Fabric ID	Other Technology	Reason Explanation		
1	124701	41.4916115330	-96.103992742	12/17/2024	1	3.0000	1.0000
10300 BUCK LN				BLAIR		NE 68008	1
602	1	61	152364952				

Fabric Deletions Report: When this report is generated only those records the user wants to delete from the HUBB file will be included. Each record must have a Reason Code ID and a Reason Explanation must be included when Reason Code ID “9” is selected.

HUBB Location ID	Reason Code	Reason Explanation
1234567892	1	

PAYMENTUS NEWS**Past Due Amount Included in Paymentus Payment Portal**

We wanted to let you know about a new enhancement to the Paymentus API, designed to provide you with a more efficient and seamless payment experience.

What's New:

- **Past Due Amount Display:** Paymentus will now display the Past Due Amount on the payment portal. If your company wants to see the Past Due Amount in the payment portal, you must contact Paymentus for activation.
- **Note:** The changes for Past Due were implemented by Paymentus, and no changes occurred in Customer Master.

**SUCCESS STORY FROM VOLCANO COMMUNICATIONS****Start a robocall reduction with help from NAMS**

By: John Lundgren | Director of Network Services

Robocalls are a frustrating nuisance for customers, but NAMS empowers your company to reduce the amount of this fraudulent activity occurring on your network. A division of MACC, NAMS, provides telecom companies with voice network monitoring and data analysis tools.



One company finding robocall busting success is California-based Volcano Communications. Director of Network Services John Lundgren said for the past six months, the Volcano Communications Team has been leveraging the advanced features of NAMS to streamline network operations, enhance call analysis, and combat the persistent challenge of robocalls.

Before utilizing NAMS and software in Volcano Communications' switch, addressing robocalls was a reactive process, limited to extreme cases like customer complaints. Now the company can proactively identify and manage robocall numbers identified in daily reports generated by NAMS.

"We add suspected fraudulent numbers daily during the week according to the previous day's reports and it typically takes between 15 minutes and 30 minutes," he said.

This daily monitoring ensures Volcano Communications stays ahead of potential issues and maintains a secure and efficient network for its customers. While robocall mitigation is a helpful activity, it is just one of the benefits NAMS delivers.

"NAMS gives us the ability to rapidly determine and analyze call information in a variety of ways," Lundgren said. "A couple of use examples are law enforcement inquiries via subpoena as well as regulatory questions and requirements that are routinely requested. It also assists in identifying call situations affecting the network as a whole."

This focus on efficiency and security ensures a better experience for customers and a stronger, more reliable network.

If you're looking for voice network monitoring and fraud prevention, reach out to your MACC representative for more information on NAMS. This division of MACC offers solutions for telecom companies of all sizes.

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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!

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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