



February 2025

eMessage

CLIENT SATISFACTION SURVEY

We ask - you answer - we listen! It's really that easy!

By: Joelle Kesling | VP, Support Services

We are once again sending our annual Customer Satisfaction Survey, and we want to hear what you think!

By participating in the Client Satisfaction Survey, you'll be entered into a drawing for a chance to win FREE MBTC REGISTRATION and MACC SWAG!

It's important for the MACC Team to understand where your businesses are headed, and what products + services you need to get there. By knowing how we're doing, we can make sure we're headed in the right direction for the future. YOUR future.

Please take a minute (it's a really short survey!) to [click here](#) and give us your feedback.

YOUR OPINION IS IMPORTANT TO US!



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://macclientcentral.com/macc-u-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@macnet.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

The March transmit day for first of the month billing is February 20th.

MACC's Monthly Recipes

- [French Onion Air Fryer Burger](#)
- [Red Velvet Cheesecake](#)

Maintenance Sunday - 2/09

From 10 a.m. to 3 p.m. (Central) on Sunday, February 9th, our technicians will conduct maintenance on our network.

Industry Calendar

Please see [MACC Events](#) for details

PRODUCT NEWS

FCC "All-In" Video Charge Requirement

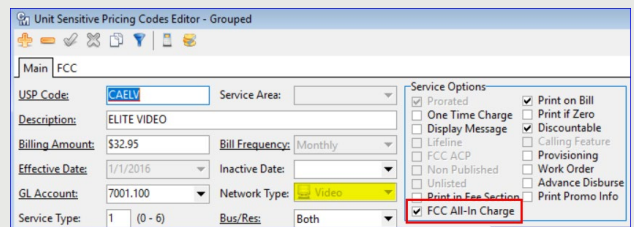
The Federal Communications Commission (FCC) has introduced a new rule mandating cable operators and direct broadcast satellite (DBS) providers to prominently display the "all-in" price for video programming on bills and promotional materials. This "all-in" price consolidates all fees associated with video programming, including costs related to broadcast retransmission, regional sports, and entertainment programming. However, it is important to note that taxes, administrative fees, and equipment fees are excluded from this total.

For those who subscribe to video services as part of a bundled package (e.g., with internet or phone services), the "all-in" rule requires clear disclosure of the video programming portion's cost. Providers are now obligated to present the "all-in" price as a single, prominent line item on bills and promotional materials.

At MACC, we are committed to assisting our clients with FCC regulations and have introduced a new option to the USP code to meet this requirement:

Maintenance | Common | USP:

- A check box labeled "FCC All-In Charge" has been added to the Services Options group box in the USP Editor for USPs with a network type of video (CBL).
- When the FCC All-In Charge box is checked, the USP will be included in the total for the All-In Video Programming message on the face page (first page) of the bill. USPs within bundles will also be included in the total.
- The box is disabled on USPs with blank or other network types such as telephone.



During billing, all USPs with the option checked and having a network type of cable/video will be totaled for each account. A message will display on bills showing the total of all the video charges, formatted as follows:

"Total Video Programming Charge: \$57.34"

We are dedicated to helping our clients navigate FCC regulations smoothly and efficiently. If you have any questions or need assistance, please do not hesitate to reach out to us.

Sue Klich | Associate Product Owner | sklich@maccent.com



SUCCESS TELEPHONE COMPANY
111 ADMIRAL DR STE 2
BLAIR NE 68008

Visit us on the web www.maccnet.com

For All Billing Inquiries, call 319-555-1212

Account Number: 0000000455
Account Name: JILL SALES
Bill Date: February 01, 2025
Due Date: 15TH OF MNTH
Reward Points: 26
Reward Points Available: 26



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Account Summary

Last Month

Balance from last statement	0.00
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This Month

Customer Charges	100.00
Customer Taxes, Surcharges, & Fees	23.12
Telephone Charges	249.75
Telephone Taxes, Surcharges, & Fees	49.18
Cellular Charges	59.99
Cellular Taxes, Surcharges, & Fees	4.50
Long Distance Charges	9.90
Long Distance Taxes, Surcharges, & Fees	4.10
Internet Charges	226.99
Internet Taxes, Surcharges, & Fees	38.84
Video Charges	32.50
Video Taxes, Surcharges, & Fees	1.33
Current Charges	\$800.20
Total Amount Due	\$800.20

Total Video Programming Charge: \$57.34

You saved over **\$17.00**
this month by bundling your services!

CLIENT SOLUTIONS NEWS**Spring Forward - March Daylight Savings Time**

Daylight Savings Time starts at 2:00 A.M. on Sunday March 9th. This is a reminder to set your switch time AHEAD by one hour at or near 2:00 A.M. on that night (at 2:00 A.M. it becomes 3:00 A.M.).

There are procedures to handle this change you should be familiar with. Because there may be calls in progress, this change should be reviewed with your switch manufacturer. Basically, all calls at the hour breaks for the various rate periods would be wrong if the change is not made on Sunday. We can go back and 'adjust' the times on the calls for a fee.

If you have questions, please contact Amy Mommsen at MACCBillingDataControl@maccnet.com.

KEY POINTS/CHECK LIST:

- DATE/TIME: SUNDAY March 09, 2025 @ 2:00 A.M.
- TAKE MILITARY TIME INTO CONSIDERATION
- CHANGE BOTH INTERNAL AND EXTERNAL CLOCKS
- BE AWARE OF THE CHARGE IF NOT DONE ON TIME

**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!