

# MILK RIVER CABLE CLUB NEWSLETTER

May 2019

## WHAT'S HAPPENING?

The Milk River Cable Club moved into its new location at 201 Main St (the old CIBC building) on March 1. We are still busy making final touches and setting up the office, but it's come a long way! We also have a new automated phone system with personalized voicemail, including a voicemail for the directors!

April marked the beginning of a new way to offer WIFI. MRCC recently invested in upgrading our system to better support the Calix router. At our AGM, members voted in favour of a \$12 increase to all internet subscribers. This price increase entitles every internet subscriber to an in-house managed Calix router leased from the MRCC. Previously, we offered the routers as a monthly rental to whomever chose to have one. We strongly recommend that all internet subscribers take a Calix router.

Since we started offering the Calix in 2016, we have noticed a significant trend in members with personally owned routers experiencing issues that they can't fix vs minimal issues with the Calix router, which we are able to manage. All members are welcome to continue using their own personal router if you do not wish to switch to the Calix, but please know we are unable to assist you with them. For any questions, please contact the office.

We are creating a local phone directory for businesses and residents of Milk River and then Coutts.

If you wish to have your name and cell/home number included, please contact Nicole ASAP:

mrconnect@mrcable.ca  
403-647-2115 ext. 2

## TECH TALK

Throughout April we were experiencing small but frequent service outages in Milk River. We have replaced the server for the CMTS, and the issue has since been resolved.

### CABLE TV IS CHANGING!

April marked the beginning of the transfer to HD for all cable providers. The move is expected to be fully complete by Sept 31, 2019. In the meantime, we will see SD channels gradually coming off-air. We advise you to switch to the HD feeds, if you have not already done so. **Please note** as these changes are happening, lots of programming is required. This will cause some HD channels to be unavailable while we work on this programming. Our apologies for the inconvenience this has already been causing.

### Can't see HD channels?

Update your receiver!

Trade-in your old receiver and receive a **\$50 credit** toward your upgrade!

**Basic Digital Receivers \$99**



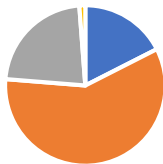
# WE ASKED, YOU ANSWERED!

We appreciate the level of response we received from our recent Customer Satisfaction Survey. Overall, we had about a 15% response rate. Thank you to everyone who took the time to provide feedback. Here is a highlight of the responses:

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## Internet Pricing

- 17% Very Reasonable
- 59% Reasonable
- 23% Unreasonable
- 1% Very Unreasonable



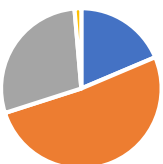
## Cable Pricing

- 16% Very Reasonable
- 49% Reasonable
- 22% Unreasonable
- 13% Very Unreasonable



## Telephone Pricing

- 19% Very Reasonable
- 51% Reasonable
- 29% Unreasonable
- 1% Very unreasonable



## Member Who Attend the AGM

- 10% Yes
- 90% No



## Reasons why members don't attend the AGM:

- No point
- No notice/didn't know about it
- Inconvenient time/weather
- Rural and cannot vote

## Help Line Suggestions:

- Longer Hours
- Act on Calls

## Website Suggestions:

- Update the information
- More interactive options
- Add the phone command list
- Bigger link buttons

## Service Suggestions:

- 24 hr notification of changes/outages
- Better cable packaging
- TV to skip unsubscribed channels
- Online TV Guide (on website)
- Newer equipment
- Subscription to Shaw go WIFI
- Improve quality of service
- Allow for voting by e-mail

## Recommendations for Changes:

- Improve reliability
- Offer full membership rights to rural members
- Better customer service
- New management
- Cheaper Pick n' pay
- Lower prices
- More variety in cable packages, not so themed.

## What are you MOST happy with?

- 42% Internet Speed
- 30% Management & Customer Service
- 14% We're Local
- 14% Reliability

## What are you LEAST happy with?

- 23% Outages & Reliability
- 18% Pricing
- 25% Service Quality
- 16% TV
- 18% Management & Customer Service

## MRCC Board of Directors:

President PHIL WRIGHT: philwright@mrcable.ca  
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