MILK RIVER CABLE CLUB

WHAT'S HAPPENING?

The Milk River Cable Club office will be closed Monday, October 12 for Thanksgiving.

We have now replaced all main amplifiers in Milk River and are seeing an improvement in signal quality across town. We will still be working to balance the system, but this will not cause town wide outages as before. We appreciate everyone's patience and understanding.

Did you know you have access to view your MRCC account at any time? We are strongly encouraging all members to utilize the member portal on our website (www.milkrivercable.ca) to check their billing and internet usage. If you have not set up your member portal, please contact Kelsey or Nicole to do so.

For internet subscribers, please note that as a courtesy our system automatically notifies you by e-mail when you have reached 75% and 100% of your chosen bandwidth limit. While we offer this to our members, it is always the individual's responsibility to monitor their own usage. If you have not provided an e-mail address to us, you will not receive these notifications. This is also why we are strongly encouraging members to use the member portal. If you have any questions regarding usage and bandwidth limits, please contact the office.

Congratulations to Kelsey and Steve on their wedding this month. We wish you a lifetime of love and happiness!

MRCC Board of Directors
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TECH TALK

Our VOIP phone system continues to have intermittent interruptions. We have replaced failing equipment and increased phone bandwidth to handle the increased call volumes our phone system is seeing.

If you are experiencing phone quality issues or call failures, we **NEED** you to please provide:

1. **The date and time of the call**
2. **The number calling/being called**
3. **Exact details of what happened.**

Without these specific details, we cannot troubleshoot any further.