

MILK RIVER CABLE CLUB

WHAT'S HAPPENING?

Our hours are changing! Starting November 1, the Milk River Cable Club office will now be open from **8:30am-4:30pm Monday to Friday**. Our helpline hours will remain the same: 8am-9pm Mon-Fri & 11am-9pm weekends/holidays.

Shaw has **completed** their transition to HD! This has been a long and very frustrating process for our cable subscribers and we genuinely appreciate everyone's understanding.

Thank you to everyone who completed our Cable TV Survey. We had a 16% response rate from our Cable TV subscribers, which is helpful in providing a sample of what our members want. We will use this information to assess the best way to package our lineup moving forward. In the future, we hope more members take advantage of providing feedback so that we can best serve you!



Shaw has been experiencing intermittent service interruptions. You may have noticed your programming cuts out to a black screen and/or the audio has been cutting out. This is an ongoing Shaw issue. We have been asked to make note when this is happening and on what channels. If you experience this issue, please contact Nicole to provide the time and channel it's happening on:

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

We still do not have a confirmed date for our IP switchover; however, the changes will be made by Dec 1 at the latest.

The new shop is up! While construction inside the building continues, we are happy the exterior of the building is completed. We anticipate the shop to be fully operational by January 2020.

TECH TALK

We are currently experiencing technical difficulties with several channels. There are 2 separate issues causing this.

First, we are awaiting consent on the following channels:

209 TCM HD
223 Family Jr. HD
495 OLN HD

Currently they do not show in our lineup. We expect this to be resolved the first week of November.

Second, we are waiting on equipment to program the following channels:

318 CTV Edmonton HD
339 Global Edmonton HD
351 CTV 2 Alberta HD
633 Starz 2W HD

These channels show a "One Moment Please" message. We anticipate them to be back on-air by mid November



MRCC Board of Directors

President LEONARD MCCULLOCH: mclen@mrcable.ca

Secretary TONY MILLER: antreen@mrcable.ca

Treasurer KEITH LOSEY: kplfarms@mrcable.ca

BOB THIELEN: bbs@mrcable.ca

DARREN OSTENBERG: sales@mrcable.ca