

# MILK RIVER CABLE CLUB

## WHAT'S HAPPENING?

As of June 1, 2020, Milk River Cable Club is **no longer waiving overage fees** and internet overage will continue to be charged at \$1/GB. Please note, we have seen very high usage over the past few months, which if continued will incur large overage charges for many of our members, so please ensure you are monitoring your usage and change your internet package accordingly. If you have any questions, contact the office.

The MRCC Member Portal is a great tool for monitoring your account. If you do not already have access to it, please contact Kelsey or Nicole and we can get you set up!

If you are missing sports channels, it is because our packaging has changed, and you are no longer subscribed to a sports package. You will need to contact the office to select your new packaging.

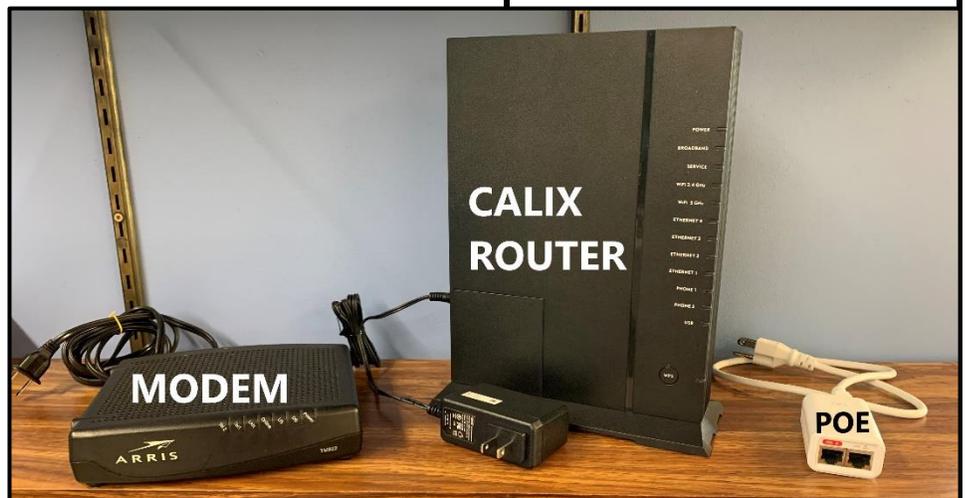
Some members have already been notified of outages due to maintenance on our system. Please be aware we will continue to conduct maintenance on the system over the coming months. If/when your services will be affected, you will be notified.

Are you signed up for e-billing?  
If you provide us with an e-mail, we can send your statements electronically. Providing your e-mail address also benefits internet users as you will receive notifications about usage overage.

## REBOOTING/POWER CYCLING EQUIPMENT

Power surges/outages and service outages frequently cause devices to lose connectivity, even when they show that they should be online. When experiencing issues with internet, it is always our recommendation to **first reboot your equipment.**

To properly reboot equipment, both your modem and Calix router need to be power cycled together. **Unplug your devices and wait approximately 10 seconds, then plug it back in.** For rural members, your POE and Calix router will need to be rebooted together.



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