

# MILK RIVER CABLE CLUB

DECEMBER 2020

On behalf of the Milk River  
Cable Club Board of Directors  
and Staff,

**WE WISH YOU ALL A  
MERRY CHRISTMAS &  
HAPPY NEW YEAR!**

We are holding a

## **Christmas Customer Appreciation Raffle**

for an **Amazon Fire Tablet 7**

Stop by the office, or submit  
your name and contact number  
by e-mail to  
[mrconnect@mrcable.ca](mailto:mrconnect@mrcable.ca).

Entries will be accepted from  
Dec 1-Dec 15 and only current  
active customers are eligible.  
The draw will take place  
December 16<sup>th</sup>.

Enjoy Christmas music on our  
Community Channel #231 from  
Dec 1<sup>st</sup>-31<sup>st</sup>.

Firelog channel is #949

MRCC Office Holiday hours are:

Thurs, Dec 24:	8:30am-1pm
Fri, Dec 25:	Closed
Mon, Dec 28:	Closed
Thurs, Dec 31:	8:30am-1pm
Fri, Jan 1:	Closed

MRCC Help Line Holiday hours:

Thurs, Dec 24:	8am-5pm
Fri, Dec 25:	11am-6pm
Thurs, Dec 31:	8am-5pm
Fri, Jan 1:	11am-9pm

With the Winter weather upon  
us, we are doing our best to  
keep up with Service Calls and  
Installations. Access to rural  
locations, towers and pedestals  
can be limited in the Winter, so  
much of this work is weather  
pending. We appreciate your  
patience and understanding  
with this.

### **MRCC Board of Directors**

President LEONARD MCCULLOCH: [mclen@mrcable.ca](mailto:mclen@mrcable.ca)  
Secretary TONY MILLER: [antreen@mrcable.ca](mailto:antreen@mrcable.ca)  
Treasurer BOB THIELEN: [bbs@mrcable.ca](mailto:bbs@mrcable.ca)  
KEITH LOSEY: [kplfarms@mrcable.ca](mailto:kplfarms@mrcable.ca)  
DARREN OSTENBERG: [sales@mrcable.ca](mailto:sales@mrcable.ca)

## TECH TALK

We continue to  
experience issues  
with our VOIP  
phones. Customers  
are most reporting to  
us that calls are not  
reaching them. If  
your callers are  
reporting that you  
are not answering  
your phone and you  
have no record of  
their call, please ask  
them to reach out to  
their own phone  
provider, as we are  
seeing calls being  
incorrectly routed to  
us.

If you are  
experiencing phone  
issues, we **NEED** you  
to please contact us  
with:

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