

MILK RIVER CABLE CLUB

NOVEMBER 2020

WHAT'S HAPPENING?

The Milk River Cable Club office will be closed Wednesday, November 11 for Remembrance Day. Thank you to all our Veteran's and those actively serving. ❤️



As Milk River and Coutts Internet subscribers are aware, we have been having intermittent outages throughout the past few weeks affecting Milk River and Coutts only. We have started seeing an improvement in this issue and continue to work to ensure reliable service. Our sincerest apologies for the inconvenience these outages have caused to many of you.

We have unfortunately had 2 break-ins at one of our internet towers just East of Milk River. We are very disheartened that someone would do this, as it does not just target the Milk River

Cable Club, but also affects many of our members. Security measures have been taken, and we ask that anyone with any information please contact the Milk River RCMP: 403-647-3955.

On a happier note regarding towers, Miami Colony and Milk River Cable Club have been working together to set up a new tower site located at Miami Colony. This new tower will allow us to offer more reliable internet service to existing subscribers in the area and allows us to offer service to the Hamlet of New Dayton and up to Stirling! We anticipate the tower to be in complete working order by the end of this month, weather permitting.

Just a reminder that our Help Line (1-866-344-7142) hours are:
Mon-Fri 8am-9pm
Sat/Sun & Holidays 11am-9pm

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.