

MILK RIVER CABLE CLUB

WHAT'S HAPPENING?

The Milk River Cable Club office will be closed Monday, September 7 for Labour Day.

As many of you may already be aware, an e-mail scam circulated last month. The scam contained a trojan virus which attacks email accounts. The virus scans through your email to use recognizable addresses, under the guise that you are being sent an attachment such as a quote or invoice from a known source. Upon further inspection you will see that these are not legitimate emails. If you opened any of the attachments, it would have shown an error and your device likely has a virus. We recommend running Antivirus/Anti-malware programs such as BitDefender and MalwareBytes to remove this virus. Also, log in to webmail to delete these messages.

At our AGM in July, it was discussed and voted on to pass Milk River Linear Tax fees on to Milk River members. All town of Milk River members will see a \$1.59/mo. fee on their bills for each location they have services at in town starting September 1.

We continue to experience issues with the heat affecting our services in Milk River. The reason these amplifiers are overheating is due to the pedestals they are in being too small and not allowing proper air flow and venting. We will be replacing the pedestals and servicing our main amplifiers to balance the entire system. This will be a contracted job, and we are hoping to have the technician come out in September. Please note, this may be delayed by COVID.

MRCC Board of Directors

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TECH TALK

Our VOIP phone system continues to have intermittent interruptions. There are several factors contributing to this poor service quality such as a higher call volume than we have previously seen and failing equipment. Also, due to the higher call volume, our system is in need of upgrading to handle the increased usage.

Currently we have no ETA on when this issue will be completely fixed. We are looking at new equipment; however, due to COVID we are running into exceptionally long wait times.

Your patience is greatly appreciated.