

# MILK RIVER CABLE CLUB

## WHAT'S HAPPENING?

The MRCC office will be closed Wednesday, July 1 for Canada Day.



We are looking at rescheduling our AGM for July 2020. The Board of Directors will be meeting to discuss the date. Please stay tuned to the Community Channel on 231 and our website for further details.

A reminder that services calls for in-house issues are \$49.95 +gst. In-house issues are things such as wiring, and the set up of personal devices (cell phones, TVs, computers etc), which we are not responsible for, but can help assist with. Please keep in mind that we have minimal staff available for service calls, and that service issues take priority over in-house issues.

We are now implementing our new overdue actions. We are very flexible with payment arrangements and encourage those with accounts in arrears to please contact Kelsey or Nicole to discuss payment arrangements.

Please note the following:

- Overdue accounts will be automatically disconnected at 90 days now, instead of 60.
- There is a \$35 reconnection fee for all disconnected accounts requesting reconnection.
- Members will receive e-mail notifications of overdue balances at 15, 30, 45, 60, 75, 87 and 90 days overdue.
- There is now a 2.5% late payment fee on all balances over 30 days past due
- There is now a 5% late payment fee for all balances over 60 days past due.

### 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

## TECH TALK

### RFD is now on channel 438 in HD and with guide information!

The Cowboy Channel is coming to MRCC on channel 437! We hope the channel will be available for August 1 but have no confirmed date yet.

Do you have an mrcable.ca email? City email, who hosts our webmail, did some security updates last month which have caused a lot of members to lose access to their mrcable.ca email in Outlook. Please note, all mrcable.ca users will still be able to access their email through the webmail portal on our website, the issue is specific to security settings in Outlook.

While Outlook is a third-party application which we are not liable for, we are offering extra support with our Help Line to walk members through updating their Outlook settings to get the email working again.

If you are still experiencing issues with your email, please contact the **Help Line: 1-866-344-7142 ext. 1**