

# MILK RIVER CABLE CLUB

## WHAT'S HAPPENING?

We will be launching our new cable packaging on April 1. These changes were necessary to meet CRTC and various networks' standards as well as to accommodate the increasing costs of Cable TV. Copies of the new packaging are available in the office and on our website ([www.milkrivercable.ca](http://www.milkrivercable.ca)). To avoid an interruption in the channels you enjoy watching, please notify the office of which packages you would like to subscribe to.

Do you use our member portal? All members have the ability to view account details and monitor internet usage 24/7 through the member portal on our website. If you have not set up your account, please contact Kelsey or Nicole to do so.

We are making changes to our billing system in April. Currently our automated system will automatically disconnect members after 60 days of non-payment. We will be changing this cut-off to 90 days. Please note, we will also be charging a reconnection fee to any member who is auto disconnected, as well as a 5% late payment fee on balances over 30 days past due.

Please note, we accept online banking payments and pre-authorized debit/credit card payments.

Static IP customers will notice a change to their billing starting April 1. Please contact the office if you have any questions.

Our AGM will be on Tuesday, March 24th at 7:00pm at the Town Hall.

## TECH TALK

Our FAX lines are still down. We are working diligently to pinpoint what the issue is, but we continue to run into roadblocks with resolving the matter. **All FAX subscribers will receive a credit on their bill for the service outage.**

You may have noticed that during NHL games, TSN Channels 428 and 430 show "not authorised". This is happening due to regional network rights, and it is not something we have control over.

To watch NHL games please check the guide to find which other channels they are airing on.

**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 KEITH LOSEY: [kpifarms@mrcable.ca](mailto:kpifarms@mrcable.ca)

BOB THIELEN: [bbs@mrcable.ca](mailto:bbs@mrcable.ca)

DARREN OSTENBERG: [sales@mrcable.ca](mailto:sales@mrcable.ca)