



NEWS

& Events



New Year, New Beginnings

New VoIP Phone System: Cherry Capital Communications is happy to announce that we are in the process of changing our VoIP Platform. The new platform comes with a lot of benefits for our employees who will be able to provide better service to our customers.

The existing equipment of current VoIP customers will be compatible with the new platform. We plan on starting converting the current customers at the beginning of April, and, we will be able to start serving new customers in the middle of March. With the new platform, our customers will be able to enjoy free calls in USA, Canada and landline calls in Mexico.

The management has decided to keep the same pricing for the innovative phone service.

Auto-Pay Sweepstakes: Last year in December we started a monthly Sweepstake for all customers subscribed to Auto-Pay. We are now extending the sweepstakes for 5 more months, so if you have not set your account with Cherry Capital Communication on Auto-Pay, contact our office and do so for a chance to win a month of free internet. The next winner will be announced on February 21st

Set your account with Cherry Capital Communications on Auto-Pay for a chance to win! The sweepstake is available for current customers only. Every month Cherry Capital Communications will randomly choose one winner. To participate you need to set your account on Auto-Pay by the 19th of the month. The winner will be announced on the 21st of the month. The winner will get a credit towards their account equal to one monthly fee of their subscription. No purchase or payment is required to participate. The first winner was chosen on Dec 21st. The sweepstake will continue for eight months

and the last chance to enter to win the last available prize is July 19th.

The winners are personally contacted and a video of the drawing is posted on our Facebook page.



New Network Neighborhood Project: Cherry Capital Communications keep growing in Cheboygan county. A new Network Neighborhood Project has been started a few months ago and we plan on completing it by mid March.

The new Network Neighborhood Project is in Twin Lakes area. The location for the tower has already been chosen and construction will start in the next couple of weeks. Once the tower is fully operating, we will be able to start the individual installations.

Hiar Rd Tower: The construction of the tower is completed and we are currently working on the electrical. If weather permits, the tower will be fully operating by March

Changes and Reminders

Billing Policy: We received constructive criticism on our Billing Policy. And because we appreciate your feedback we edited the Policy. You can always find the newest version published on our website www.cherrycapitalcommunications.com.

There are no major changes, but we recommend that you make yourself familiar with the changes. We have primarily added language to make it clearer to the customer. The minor changes that we have made are actually in our customers' favor.

Warranty Reminder: Turning your equipment off during the winter may lead to freezing and the equipment might fail within 20-30-day period after it has been turned back on. If your equipment fails due to freezing, the warranty will be voided.

With seasonal customers who turn their equipment off before the start of the winter and turn it back on in the spring/summer, the likelihood of freezing is minimal.

We Value Your Opinion!

If You have any suggestions on how we can improve our service, policy or website, or there is something about internet related topics that you would like to learn about, please reach out and let us know! We will try our best to meet your expectations, make any necessary changes and research any field we are not familiar with!

Because we care!

Appreciation!

Cherry Capital Communications' field team does a great job repairing and installing, climbing trees, roofs and towers regardless the weather conditions. Their work is not all the time smooth and easy, and they occasionally get late for their next appointment! We just wanted to take a moment and say a big Thank You to our amazing team!

P.S. Weather conditions are not always the reason for them being late. Sometimes they just admire the nature of Pure Michigan. You can't blame them for that!



Cherry Capital Communications' Newsletter is part of our customer-oriented policy. It aims at informing Cherry Capital Communications' customers about the newest announcements the company and its employees have to offer. The next Newsletter will be emailed in the end of April. **Please email sales@cherrycapitalconnection.com and let us know what you would like to see in the next newsletter.**

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