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COMPUTER
SERVICES

NETWORKING THE
COMMUNITY
SINCE 1982

N E W S L E T T E R S E P T E M B E R 2 0 0 6

OCS OfficeScan

Central Security Eliminates Security Headaches

We have long recommended that our customers run anti-virus software on home and business computers in addition to our central email filtering, since there are a variety of ways to become infected other than by email alone.

Norton and McAfee are popular, however we've been experiencing a growing number of problems and complaints about how intrusive or even obstructive they can be, or too inconvenient in office network environments to be effective.

**Wow,
you guys are
awesome!**

Most new computers come preinstalled with trial versions of these programs, and popup messages then become commonplace as they caution and warn about every possible risk, not to mention the need to subscribe after the free trial period, or after that to update – the constant popup messages themselves are even considered by some a new form of annoying spam, and like

the boy who cried wolf they are often simply ignored.

In one recent case, during a business meeting at a client's office we learned that one of their network computers was unavailable because it was fully occupied by a Norton update. That staffer was essentially out of work for over two hours waiting for her computer, and the same thing happened routinely (at different times) for everyone else in the office. Now, *that's* productivity!

In another case a restaurant's credit card validation software stopped working and threatened to put a screeching halt to their business. As it turned out they had just updated their anti-virus software, and its default firewall and email settings had over-cautiously blocked their access to the Internet and to their online credit card charge processing service.

At another office a virus infected the entire network and interrupted business because their anti-virus software had not been renewed and updated on all machines. New Norton updates had been purchased but not installed, and it took several hours of custom support time (not to mention lost productivity) to clean up the virus problem.

A few weeks ago a residential subscriber was lamenting about the same kind of thing – "isn't there anything OCS can do to help?" Of course the answer was yes, and we explained how our **OfficeScan** works.

"So you mean, all of this can be managed through your central system and I don't have to do anything?" Yes... "Even if I have more than one computer on my network?" Yes... "And I'll still be secure, but without any more cautions or warnings popping up all the time?" *Correct...* "And I won't have to worry about any more updates, OCS does all of that automatically through your local

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**WIRELESS
SERVICE
AREAS**

Subscribers on our new Rocky Hill Exeter tower say service is GREAT!

- | | | |
|-------------------|---------------|--------------------|
| • Porterville | • Strathmore | • Yokohl Valley |
| • Springville | • Terra Bella | • Camp Nelson |
| • Pleasant Valley | • Lindsay | <i>In progress</i> |
| • River Island | • Exeter | • Success Valley |
| • Globe Drive | • Visalia | • Richgrove |

Our new Rocky Hill Exeter tower also covers Badger Hill Estates!

- **VIRUSES STOPPED BY OCS SYSTEM: 1,263,330** (Aug 2006: 1,757)
- **SPAM BLOCKED BY OCS SYSTEM: 43,471,762** (Aug 2006: 1,965,979)

OACYS VoIP | Now Ready!

Only OCS can provide these combined values:

- **True local numbers**
- **Unlimited long distance**
- **Emergency 911 service**
- **Integrated faxing**
- **Alarm system support**
- **Use your normal phone**
- **Many extra calling features**



Only OACYS can completely replace your traditional phone lines. We can provide your high-speed Internet service, your telephone and fax service, and we even support STOP Alarm security systems – all with no phone lines!

See our website for a complete list of FAQs (Frequently Asked Questions) about OACYS VoIP, or call or email with further questions.

Work from home!!!

OCS can connect your home to your office or tie multiple offices together at high speed and with full "VPN" security, anywhere in the Valley or beyond...



OCS dialup and wireless plans are described at www.porterville.com

Internet Plans and Pricing

Call about eCommerce!

Need qualified computer or network maintenance? Give us a call!

AMERICA SUPPORTS YOU

Our Military Men & Women

AMERICASUPPORTSYOU.MIL

THE NATIONWIDE OCS REFERRAL PROGRAM

If you refer a friend, family, or business associate to OCS, tell them to mention your name and you'll receive up to a month of free service! **Our subscribers have earned \$44,661 so far!** Click Referrals on our home page for details. Your friends may simply click *Subscribe* to sign up online, now from anywhere in the country!



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OCS OfficeScan

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network center?" Yes, that's correct... "And the fee is about the same as Norton or McAfee but you just add it to my regular billing from OCS, so I can stop worrying about being out of date?" Yes sir... "Wow, you guys are awesome!"

At OCS, our internal office network has been protected by **OfficeScan** for a few years. In addition to the other forms of risk described above, our office is especially susceptible given that customers bring computers which may be infected into our shop for service. While working on these machines, we must ensure that they don't manage to infect our network.

OfficeScan is essentially an advanced corporate network security system. A dedicated server in the OCS Network Operations Center communicates automatically with global security labs on a continuous 24x7 basis. Whenever new virus protection information is posted, it is immediately downloaded to our server. In turn, computers on our office network poll this central server continuously and fetch any new "pattern" information as soon as it is received.

Since the OCS wireless network also connects to our central operations facility, **OfficeScan** can also be extended to our wireless



NATIONWIDE OCS SERVICE for FRIENDS • FAMILY • BUSINESS

subscribers. A small "client" utility program is installed on each computer, which in turn performs the automated communication with our central **OfficeScan** server.

That's all there is to it. No more popups, no more updates to install, no renewal reminders to overlook or forget, no disruptions to computer productivity. Everything runs in the background and is totally transparent. The cost for this protection is only \$5 per machine per month for both businesses and residences. In most cases that's less than the equivalent cost of doing it on your own with Norton or McAfee, and the "hassle factor" is much, much lower.

Please contact OCS to activate **OfficeScan** or for more information. Don't be caught short, it can be expensive!

Fan Mail



"How do you like your new wireless service? "In words of one syllable, GREAT! It's all I had hoped for and more. Really love the speed improvement." -BM, 10/03

"Our company has several business clients who are having too many problems and reliability issues with [another wireless ISP], and we'd like to refer them to OCS because we know your reputation." -KM, 8/06

News | WALL STREET JOURNAL | August 29, 2006

AT&T Inc. announced late Tuesday that "unauthorized persons" illegally accessed personal data, including credit card information, from several thousand customers who purchased Internet equipment through the company's online store.

OACYS INTERNET SERVICE PLANS

| Plan Name | Average Speeds | | | B-M-W ¹ | One-Time Fees | | | Monthly Service |
|--|-----------------------|------|------|--------------------|--------------------|-------------------|-------------------|-----------------------|
| | Min | Typ | Max | | Service Activation | Install/Configure | Equipment Deposit | |
| 1 Bandwidth-Mailboxes-Webpace (see notes) | | | | | | | | |
| DIALUP Accelerator | 26K | 40K | 53K | 1-5-5 | 25.00 | - | - | 24.95 |
| | Typically 2-5X faster | | | - | - | - | - | +5.00 |
| WIRELESS STANDARD 2.4 GHz | | | | | | | | |
| 24 Basic | 125K | 500K | 750K | 10-5-5 | 25.00 | 100.00 | 100.00 | 49.95 ^{2,3} |
| 24 Premium | 250K | 1M | 1.5M | 15-5-5 | 25.00 | 100.00 | 100.00 | 79.95 ^{2,3} |
| 24 Business | 375K | 1.5M | 2M | 20-10-10 | 25.00 | 100.00 | 100.00 | 129.95 ^{2,3} |
| 2 Add \$10 per month amplifier fee for locations beyond 5 miles from nearest tower 3 Add \$10 per month for locations in designated remote service areas | | | | | | | | |
| 900 Basic | 125K | 375K | 750K | 5-5-5 | 25.00 | 100.00 | 100.00 | 59.95 ^{4,5} |
| Special "mission impossible" cases are those where obstacles such as trees or buildings between the wireless tower and the customer site normally make wireless service impossible. OACYS can now use new technology to provide service in some cases, sending signal around or through the obstacles. Individual circumstances will vary and this plan may not be available from all towers. Our free site survey will determine whether 900 service may be feasible when standard 24 service is not. | | | | | | | | |
| 4 Add \$10 per month amplifier fee for locations beyond 5 miles from nearest tower 5 Add \$10 per month for locations in designated remote service areas | | | | | | | | |
| WIRELESS MISSION CRITICAL 5.8 GHz (where available) | | | | | | | | |
| 58 Premium | 250K | 1M | 1.5M | 15-5-5 | 25.00 | 100.00 | 100.00 | 99.95 |
| 58 Business | 375K | 1.5M | 2M | 20-10-10 | 25.00 | 100.00 | 100.00 | 129.95 |
| 58 Professional | 500K | 2M | 3M | 25-25-25 | 25.00 | 100.00 | 100.00 | 159.95 |
| 58 Corporate | 750K | 3M | 4M | 30-30-30 | 25.00 | 100.00 | 100.00 | 199.95 |
| 58 Enterprise | 1M | 4M | 5M | 40-40-40 | 25.00 | 100.00 | 100.00 | 249.95 |

Notes. All plans include automated central email virus scanning, email spam filtering, and website parental controls. Some plan types permit webpace for personal use only. Wireless installation and deposit package may be paid in installments upon request. All speeds are symmetrical (same for upload and download) within the OACYS network only. All plans terminate at OACYS Porterville headquarters and transport to the Internet via dual T3s over dedicated OC12 fiber optic circuit. All plans subject to change without notice. Pricing and terms are current at the date of this newsletter and supersede previous versions. Please check with our office for additional detail regarding any of our Internet service plans.

I Didn't Know That!

OCS provides "A-to-Z" computer technology services:

- Complete computer service and repair shop
- Broad variety of Internet access plans and packages
- Professional website design, development, and hosting
- Professional programming and custom application development
- eCommerce and business groupware solutions
- Computer and Internet technology consulting
- Secure branch office inter-networking
- Internet-based "VOIP" telephone services
- iSuite of online utility applications

To set Account Preferences or make Payments Online, click **UserAdmin** on our website