## N E W S L E T T E R   A U G U S T   2 0 0 8
VISIT OUR WEBSITE FOR CURRENT NEWSLETTERS, NEWSLETTER ARCHIVES, OR TO SIGN UP FOR NEWSLETTERS VIA EMAIL

## PHISHING REPORT

On July 24th we detected another emailed attempt to trick OCS subscribers into providing personal account information, including their passwords.

Our logs indicated that these messages attempted to reach many of our subscribers, but most were successfully blocked by our spam filters.

Why did some still get through? Because they didn't have our spam filtering enabled ... but fortunately this time, no one took the bait.

We are in the process of calling those accounts. We don't want to be "spam cops," but we do need to protect our email system for the benefit of all of our subscribers. Please remember that OCS *never* sends requests like this! Please call us if you have any questions – it's better safe than sorry!

## ONLINE REMOTE SUPPORT

When there's a problem, our tech support team at OCS often spends considerable time asking customers to describe what they're doing and what they see on their end. We dabbled with remote control software years ago, but it was cumbersome and inefficient.

Now we have a much better way, which we've been testing for a while now and it works great. You simply browse to a special website and grant temporary permission to access your system remotely ... you can then watch and talk on the phone while we help sort out your problem, just as if we were sitting beside you at your desk. Remote access permission terminates automatically when the session ends.

In many cases this won't be necessary, and of course it can only be used if you're able to get online. But for more challenging problems it can definitely save a lot of time, and help us to better help you.

## SIMPLIFY YOUR PAYMENTS

Automating your OCS payments can eliminate one more thing to remember, and save late charges too! We can either charge your credit card on the 15th of each month, or you can authorize an automatic bank transfer on the 1st or 15th (your choice). You can select or change your payment preference in UserAdmin on our website, or simply contact our office. For those who enjoy receiving our newsletters with your postal invoice, remember that newsletters are also available on our website and via email.

## AUTOMATED ONLINE BACKUP

Do you use computers in your business? Could you manage if those computers failed and all of their critical data was lost? If you have a disaster plan, when was the last time you did a complete backup? How many versions of your data do you have? Where are the backups stored? Do you do periodic test recoveries to make sure the backups are usable?
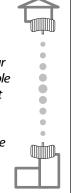
At home, do you have important personal information and correspondence on your computer that would be irreplaceable if lost? What about family photos? Computer hardware and software can fail, and laptops can be lost or stolen. A fire or other natural disaster could destroy everything.

An efficient backup system is more important than ever. It should be so automatic that you can set it and forget it, confident that it is working and will be there when you need it. And, the backup data storage should be somewhere else, so that a disaster at your primary location doesn't wipe out the backups at the same time.

OACYS can do all of this for you, with comprehensive online plans starting at only $29.95 per month. Call us for more information or to get started!

*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 service plans are described at www.porterville.com

**Internet Plans and Pricing**

*Call about eCommerce!*

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

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**26 YEARS**
COMPUTER SERVICES

## WIRELESS SERVICE AREAS

- Porterville
- Springville
- Pleasant Valley
- River Island
- Globe Drive
- Strathmore
- Terra Bella
- Lindsay
- Exeter
- Visalia
- Yokohl Valley
- Camp Nelson
- Success Valley
- Richgrove
- Delano Area

*Our Exeter tower covers Badger Hill too!*

**VIRUSES, SPAM, AND PHISHING STOPPED BY THE OCS SYSTEM
– 139,393,101 –**

## AUTOMATED ONLINE BACKUP

OACYS Online Backup can be scheduled late at night when you're not using your computers. It can back up all of your important data, including email and open or locked files, and it greatly increases efficiency for large company databases by selecting only new and changed records.



## Stuck in a contract?

Show us your binding paperwork and we may be able to waive up to $100 from your OCS startup costs…

## Microsoft ads to fight back

Microsoft has apparently had about enough of the "I'm a Mac, I'm a PC" ads from Apple. A new $300 million ad campaign is about to launch to address what the company considers misconceptions about Vista.

According to industry analysts, the first ads in the new campaign were previewed recently with positive reviews. One shows an illustration of a 19th century sailing ship at sea with the caption, "At one point, everyone thought the Earth was flat. Get the facts about Windows Vista..."

An observer on one blog noted that, "Vista is now actually better than its reputation. That's a marketing issue for Microsoft. Their biggest challenge is to get would-be customers to set aside whatever preconceptions they have and listen to its pitch for Vista. Aligning its most vocal Vista critics with the Flat Earth Society is a clever way to get people's attention ... but the bigger job, that of actually changing people's minds, will be easier said than done."

The customer service team at OCS reports that calls for help from new Vista users have declined considerably since it was first released. Most new computers and laptops now have Vista preinstalled, and its performance and security seem to be good providing the CPU and RAM are adequate.

### Fan Mail

*"Of all the ISPs I deal with [in our different business locations], OCS is the most customer oriented!" -RL*

*"I am moving to Fresno, but if OCS ever gets [wireless] service in that area please let me know. You have provided excellent service and I want to say thank you." -MO*

*Help us celebrate!* OCS turned 25 in February 2007, the company was started in a home office in 1982. We've had our 25-year logo printed on a selection of glassware as gifts for our customers, please stop by the office and choose yours! We have mugs in three colors, tall mixing (pint) glasses, and etched wine glasses. Get them while they last, limit two per customer!

### 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*

*On the road? Call our toll-free support at 888-OACYSCOM*

## 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-Webspace (see notes) | | | | | | | | |
| DIALUP | 26K | 40K | 53K | 1-5-5 | 25.00 | - | - | 24.95 |
| Accelerator | 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] |
| WIRELESS \| SPECIAL CASES 900 MHz (where available) | | | | | | | | |
| 900 Basic | 125K | 375K | 750K | 5-5-5 | 25.00 | 100.00 | 100.00 | 59.95[4,5] |
| 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 |

All plans include automated central email virus scanning, email spam filtering, and website parental controls. Some plan types permit webspace 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. For footnotes 2,3,4,5 surcharges may apply. Please check with our office for additional details.