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N E W S L E T T E R M A R C H 2 0 0 4

VOIP Business Phone Systems

This year marked twenty years of service for our venerable old office telephone system, so we decided it was time to retire the well-worn beige handsets and replace the entire system with a state-of-the-art VOIP phone system.

The new telephone system underscores our own progress toward the Complete Mobile Office concept, and will allow us to make conference calls with clients, check voice mail, and transfer calls to OACYS representatives wherever on the globe they might be. (See also our November 2003 newsletter.)

At the same time, OACYS is committed to maintaining the same personalized service we are known for. Calls will continue to be answered personally by our knowledgeable technical support representatives - the system will switch to automated answering only if all lines are full and callers would otherwise hear an extended busy signal.

Our new system will allow us to manage the large volume of calls we receive every day more efficiently, including on-hold music -- featuring local high school studio bands! -- messages about our various services, and (soon) updates about wait times and your position in the hold queue.

VOIP is basically just like sending anything else over the Internet. Each "packet" of data contains some form of content, whether it's email or an attached file or a web page or music or a movie ... voice is just another form of content. The software on each end simply needs to know how to interpret and deliver each different form.

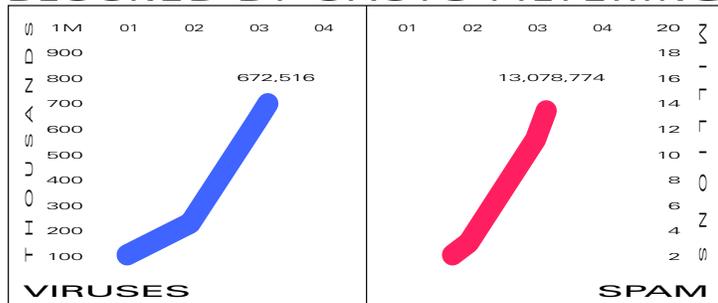
Developed entirely in-house, the OACYS VOIP system is based on the Linux operating system and uses readily available software to provide significant PBX and voice mail functionality. The phones use standards-based protocols to communicate with the server and with each other, which avoids locked-in obsolescence.

(continued on Side Two)

WIRELESS SERVICE AREAS

Service is currently available in . . .
 Porterville
 Springville
 Pleasant Valley
 River Island
 Globe Drive
 Strathmore
 Terra Bella
 Lindsay
 Exeter
 Visalia . . .
 more coming soon!

BLOCKED BY OACYS FILTERING



Click **USER ADMIN** on our website to set account preferences and make payments online

Getting a Ton of Spam?

We are frequently surprised to learn that we have subscribers who are unaware of our spam filtering options, even though they may be receiving so much junk every day that eMail is no longer useful.

Like our virus protection, spam filtering is also free. We were one of the first ISPs to provide free virus (July 1999) and spam (Sept 2000) filtering for all of our customers.

However, unlike virus blocking, spam filtering is optional -- we don't presume to decide what one considers spam but another does not, so this feature is set to "off" by default.

To activate spam filtering, click Subscribers>UserAdmin on our home page, then select the mailboxes you want to filter under "Email Addresses." You'll need your master account login name and password -- if forgotten simply call our office and we'll help you with verification.

Then set your spam filtering preference to Tag or Quarantine, select a reporting option, and Save -- that's all there is to it. You'll be amazed to find that email is actually usable again.

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

Internet Plans and Pricing

Call about eCommerce!

Want to 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...

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

SUPPORT OUR MILITARY



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! Some restrictions apply, click Referrals on our home page for details. Your friends may simply click *Subscribe* to sign up online, now from anywhere in the country!



VOIP Business Phone Systems

(continued from Side One) The server is built from off-the-shelf components, lowering the initial cost and protecting against proprietary dependencies, while the sleek black phones are the ultimate in modern office equipment. OACYS has formed relationships with several VOIP software and equipment vendors to develop solutions for even the most complex office environment.

The installation of a VOIP system in our office is consistent with our long-term commitment to serve as the region's technology leader. We are now positioned as the initial "guinea pig" (as usual) for testing and support purposes, prior to offering VOIP solutions to our customers. This also advances our implementation of the Complete Mobile Office, allowing company staff to work from anywhere in town, or anywhere on the planet. If you can plug your computer into a high-speed Internet connection, you can also utilize VOIP.

Please contact our office for more information about VOIP!



NATIONWIDE OCS SERVICE for FRIENDS • FAMILY • BUSINESS

With over 2,500 free local access numbers across the country, you can keep quality OCS dialup service when you travel or even if you move. Or recommend it to your friends, family, and business associates across the country and earn referral credits at the same time! To check for available numbers in different areas of the country, just click "Nationwide Numbers" or "Access Numbers" on our website. New accounts may sign up using the handy "Subscribe Online" procedure on our home page. Call us for more information!

OACYS VOIP PBX Features

What can you do with a VOIP-based PBX system? The list is too long to describe in this space, but here's a brief summary:

- Long Distance Calling at Low Flat Rates*
- Personal and Automated Answering Controls
- Music and Messaging On Hold
- Conference and 3-Way Calling
- Voice Mail (with custom messaging) and Voice-to-Email
- Link Branch Locations as Extensions (no measured usage)
- Support Roaming Users with Find/Follow and Remote Access
- Usage Logs with Accounting and Authorization Codes
- Station-to-Station Intercom and Speed Dial
- Caller ID, Hold, Transfer, and Forward
- Call Notify, Return, and Do Not Disturb
- Call Plans and Hunt Groups
- Call Park and Pick-Up

*If you're calling another VOIP-enabled system, the connection is direct and fully digital. Imagine making unlimited business calls, or calls to friends and family, for a flat rate as low as \$5.00 a month to anywhere in the world! If you're calling someone at a "normal" phone, your call will be relayed to a nearby VOIP gateway for conversion, at a flat rate of about five cents per minute within the United States. In either case, you can make and receive calls anywhere you have a broadband connection and a VOIP phone!

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 | 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 | 200.00 | 49.95 ² |
| 24 Premium | 250K | 1M | 1.5M | 15-5-5 | 25.00 | 100.00 | 200.00 | 79.95 ² |
| 24 Business | 375K | 1.5M | 2M | 20-10-10 | 25.00 | 100.00 | 200.00 | 129.95 ² |
| ² Add \$10 per month for locations beyond 5 miles from nearest tower | | | | | | | | |
| WIRELESS SPECIAL CASES 900 MHz | | | | | | | | |
| 900 Basic | 125K | 375K | 750K | 5-5-5 | 25.00 | 100.00 | 200.00 | 59.95 |
| For special cases where obstacles prevent normal service. Please call or see our website for more information. | | | | | | | | |
| WIRELESS MISSION CRITICAL 5.8 GHz | | | | | | | | |
| 58 Business | 500K | 2M | 3M | 25-25-25 | 25.00 | 200.00 | 500.00 | 159.95 |
| 58 Corporate | 750K | 3M | 4M | 30-30-30 | 25.00 | 200.00 | 500.00 | 199.95 |
| 58 Enterprise | 1M | 4M | 5M | 40-40-40 | 25.00 | 200.00 | 500.00 | 249.95 |

HI-CAP Please call to enquire about fractional and dedicated T1 circuits.

Notes. Locations beyond 5 miles add \$10 per month. All plans include automated central email virus scanning, email spam filtering, and website parental controls. All plans except Wireless 24 Basic and 900 Special include supplementary dialup account. Bandwidth caps are in GB per month, see AUP. Dialup, Wireless 24 Basic and Premium, and 900 Special plans may use webpace for non-commercial purposes only. Wireless installation and deposit package may be paid in three 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. This is not a quote, all information is 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