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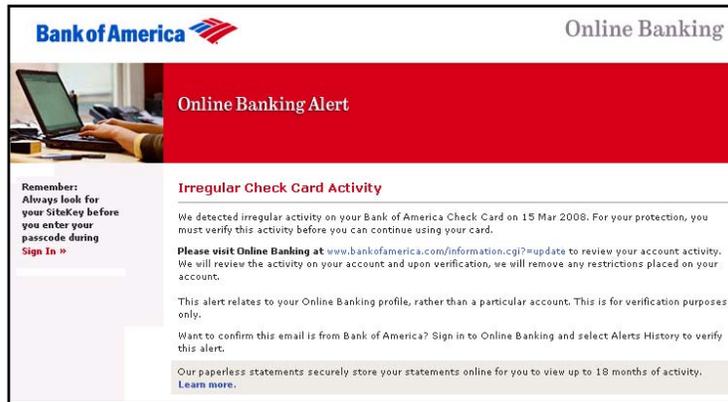


OLSON  
 COMPUTER  
 SERVICES

NETWORKING THE  
 COMMUNITY  
 SINCE 1982

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

## Have you received an email like this?



This notice looks official enough. The problem is, it's not from the Bank of America, and a click on any of its links could cause a bundle of trouble. This is an example of "phishing," which hackers use in an attempt to lure unassuming people into divulging personal information, or to plant viruses, or both.

Another recent email was received by many OCS customers, claiming it was from our customer service and asking users to verify their email password. Some responded, and their mailboxes were promptly hacked.

Our spam filters test for obvious phishing attempts, but they can be hard to detect with computer logic and some will inevitably get through.

The best line of defense against phishing is common sense, and simply viewing the email doesn't do any harm. Using the example above, if you don't have a BofA account, just delete it. You can also "hover" your mouse pointer over any of the links – don't click! – and read in the status bar where it links to. Check carefully, the hackers are tricky ... in one recent case they used "www.backofamerica.com," or they will often bury the correct domain in a longer link, like "www.somewhere.com/www.bankofamerica.com" in an effort to make it look official.

No reputable company will ask you for personal information via email, so it's best to be suspicious. If in doubt, call the company to double check ... it's better safe than sorry!

## Banner Year at OCS

Our fiscal year at OCS ends on April 30th. We thought our customers would like to know, and we're very pleased to announce that FY2008 was a banner year for the company, the best growth in our 26-year history.

Actually, every year for more than a decade has shown increased growth over the previous year, we've been growing steadily since we pioneered local Internet service in 1995. But, FY2008 surpassed all previous years.

Why is that? Well, needless to say we have terrific customers! And, we have a terrific team of people who care very passionately about delivering reliable, quality service. We continue to improve our network and add new equipment and services, and we'll be adding another new tower this summer, and we'll have two or more new frequency bands coming online in the near future.

We think it's also the case that, without regard to cyclic changes in the economy, people need their Internet service! We'd like to say thank you to all of our customers, we sincerely appreciate your support.

### WIRELESS SERVICE AREAS

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

*Our Exeter tower covers Badger Hill too!*

The OCS home page has passed 11 million hits – that's a great audience for local advertisers!

### 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](http://www.porterville.com)

**Internet Plans and Pricing**

*Call about eCommerce!*

Our Military Men & Women

AMERICASUPPORTSYOU.MIL  
 SUPPORT OUR MILITARY = SUPPORT THEIR MISSION

### 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 a month of free service! **Our subscribers have earned \$53,243 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!



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

OFFICE HOURS • MON-FRI 8AM-8PM • SAT 9AM-5PM • CLOSED SUN  
 767 NORTH PORTER ROAD • PORTERVILLE CA 93257 • 559-781-4123

## Few Windows XP SP3 Problems



Microsoft released the long-awaited final update for Windows XP, called Service Pack 3, on April 29th.

Users who've installed XP SP3 have reported a few problems. Some HP computers with AMD processors have a repetitive reboot issue; Windows XP Home Server won't allow remote access via RDC; and some Symantec products are causing high CPU usage.

Fixes have been posted for each of these issues, and otherwise the update seems to have gone smoothly. SP3 reportedly adds a 10-15% performance improvement.

As the company's focus is now on Vista (and "Windows 7"), SP3 is said to be the final update for XP, which is scheduled for retirement on June 30th. XP is used by over 75% of OCS customers. In contrast, only 14% are using Vista, while 6% are using older versions like Win98 and WinMe. About 3% are using Mac OSX.

## Excess Bandwidth Reminder

OCS subscribers approaching their monthly bandwidth limit have seen the automated alert message from our system, and our customer service often calls to follow up to make sure no one receives a billing surcharge they weren't

expecting.

Typical browsing and email don't really consume a lot of bandwidth, however some users are surprised to learn how much is used by listening to the radio online, or watching television online, or downloading music and especially movies.

Remember that you can monitor your own usage via the User Admin section on our website ... see also the February 2008 newsletter for more about "mega-bandwidth applications," or contact our office for help.

## Online/Offsite Automated Backup

Most businesses and families these days would be devastated if their computers crashed, or were stolen, or lost in a fire or other disaster. Insurance to replace the hardware can't do anything about lost records and correspondence and other valuable or priceless information.

The solution is a reliable backup policy. How often should you back up? The answer is in how much data you're willing to risk losing. At OCS we do a thorough backup every night, and we use separate locations so that a disaster at one site doesn't wipe out the backups too.

We're currently testing a similar service for our high-speed wireless customers, where backup to a secure offsite location would be regular and automatic. Please email [CustomerService@ocsnet.net](mailto:CustomerService@ocsnet.net) or call our office if you're interested or would like more information.

## Stuck in a contract?

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



## Fan Mail



"Thank you all so very much. We were with another local service provider and we were never happy! Billing was terrible, service was worse, and slow. People said go with AOL or some other big company, but I buy local when able. You guys ROCK! I love your service, keep going!" -CM



**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

## OACYS INTERNET SERVICE PLANS

Plan Name	Average Speeds			B-M-W <sup>1</sup>	One-Time Fees			Monthly Service
	Min	Typ	Max		Service Activation	Install/Configure	Equipment Deposit	
1 Bandwidth-Mailboxes-Webpace (see notes)								
<b>DIALUP</b>	26K	40K	53K	1-5-5	25.00	-	-	24.95
<b>Accelerator</b>	Typically 2-5X faster			-	-	-	-	+5.00
<b>WIRELESS   STANDARD 2.4 GHz</b>								
<b>24 Basic</b>	125K	500K	750K	10-5-5	25.00	100.00	100.00	49.95 <sup>2,3</sup>
<b>24 Premium</b>	250K	1M	1.5M	15-5-5	25.00	100.00	100.00	79.95 <sup>2,3</sup>
<b>24 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	129.95 <sup>2,3</sup>
<b>WIRELESS   SPECIAL CASES 900 MHz (where available)</b>								
<b>900 Basic</b>	125K	375K	750K	5-5-5	25.00	100.00	100.00	59.95 <sup>4,5</sup>
<b>WIRELESS   MISSION CRITICAL 5.8 GHz (where available)</b>								
<b>58 Premium</b>	250K	1M	1.5M	15-5-5	25.00	100.00	100.00	99.95
<b>58 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	129.95
<b>58 Professional</b>	500K	2M	3M	25-25-25	25.00	100.00	100.00	159.95
<b>58 Corporate</b>	750K	3M	4M	30-30-30	25.00	100.00	100.00	199.95
<b>58 Enterprise</b>	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 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. For footnotes 2,3,4,5 surcharges may apply. Please check with our office for additional details.

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

On the road? Call our toll-free support at 888-OACYS.COM