

PORTERVILLE.COM  
PORTERVILLE ONLINE  
PORTERVILLE WIRELESS

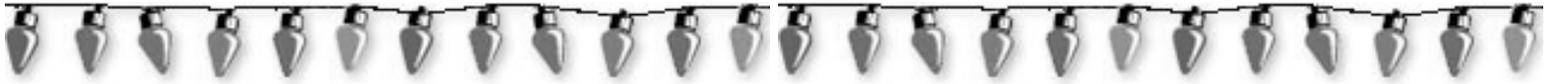
OCSNET.NET  
OACYS.COM



OLSON  
COMPUTER  
SERVICES

NETWORKING THE  
COMMUNITY  
SINCE 1982

N E W S L E T T E R D E C E M B E R 2 0 0 4



And we hope you had a wonderful Thanksgiving – we in this great nation have much to be thankful for!

### Outsourced Support

It's no secret that many technology firms have outsourced their customer support services to other countries. Here's the story of a new OCS customer who recently switched to our service: "I'd been having email problems at EarthLink. I couldn't find help on their chat line, and if I called them I'd have to wait an hour and then couldn't understand the technician!"

This is not to single out EarthLink, we hear the same stories about AOL and even the telephone companies. And we're not picking on folks who didn't grow up speaking English, who are often very knowledgeable regardless.

The real trouble is that these technicians are often given only a standard checklist to work from, and your problem may not be on their list. That kind of service is not well equipped to explore outside the box.

Most of our newsletter circulation goes to existing OCS subscribers, who don't experience these problems since our operations and support are entirely local. But if you're not a subscriber, or if you know someone who's

*Continued on Page Two*

### WIRELESS SERVICE AREAS

*New customers in Yokohl Valley and Balch Park say service is GREAT!*

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

• VIRUSES STOPPED BY OCS SYSTEM: 1,021,314 (last 30 days 26,891)  
• SPAM BLOCKED BY OCS SYSTEM: 21,076,723 (last 30 days 762,278)

**Too Much Protection?** There was a time, not too long ago, when we routinely advised our subscribers to run a local firewall to help fend off unwanted intrusions into their computers. That is definitely still our advice, but more frequently these days we also encounter cases of firewall conflicts, or "too much firewalling." What if you've enabled personal firewall via our central system (via User Admin), and you've activated the firewall on your new wireless router, and you have Windows XP SP2 with it's firewall security activated? How much is enough, and can too many firewalls start getting in the way? Next month, OACYS Network Manager Ryan Walker will discuss these issues and offer some suggestions.

**Dish Down.** [11/28/04] The satellite serving West Coast StarBand operations has failed and is not forecast to be replaced any time soon. OCS can get frustrated dish users back into action quickly, give us a call if you know someone in this predicament – and earn a referral!

### 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...



OCS dialup and wireless plans are described at [www.porterville.com](http://www.porterville.com)

Internet Plans and Pricing

Call about eCommerce!

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



Our Military Men & Women

[AMERICASUPPORTSYOU.MIL](http://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 \$35,778 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!



## Outsourced Support

Continued from Page One

experiencing these frustrations, here's the solution – call us!

The chances are we can help, even for those who aren't OCS subscribers. Our support team has years of experience, and the mechanics of an online connection or email service don't really differ that much from one service to the next. Sometimes we can do this over the phone, and if it doesn't involve too much time there's no charge.

If the problem is too much to decipher over the phone, we'll often ask if the machine can be brought into our shop. Once we can see what we're dealing with the problem can usually be solved, otherwise there's no charge. For this kind of service we charge only our usual in-house shop rate, which for small problems can sometimes total as little as \$30. Compared to wasting a day on the phone, it's a pretty good deal.



## 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!

## Meet the Team

### Darlene Anthony, Support Technician



Darlene Anthony joined OACYS in 1998, the second of three sisters to come on board. She dove into the deep end as part of our Customer Service and Support group, and proved from the start to be a fast and enthusiastic learner at any job given her. If we had documents to scan, Darlene wanted to figure out the scanner. Binding and sealing to be done? She wanted the job. And, she

also wanted to start opening up computers.

So for a couple of years now, Darlene has been found wearing a shop apron behind our service counter. While still handling customer service calls on the phone, she also builds wireless radios and solves computer hardware problems. What's next? "I want to climb towers." Well, we'll see.

Darlene's several years of practical, hands-on, in-the-trenches kind of experience, combined with her dedication and enthusiasm, are worth more to a company – and to its customers – than any amount of academic certification. It is people like Darlene who help make our company the value it is in the community.

*Meet more of our team in coming monthly newsletters!*



## Fan Mail

*"Wireless performance is terrific, and we especially appreciate how you got our company email and spam problems cleaned up. Everyone in your office who helped during the transition was very knowledgeable and professional" -JC 9/04*

## 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	200.00	49.95 <sup>2,3</sup>
<b>24 Premium</b>	250K	1M	1.5M	15-5-5	25.00	100.00	200.00	79.95 <sup>2,3</sup>
<b>24 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	200.00	129.95 <sup>2,3</sup>
<sup>2</sup> Add \$10 per month amplifier fee for locations beyond 5 miles from nearest tower <sup>3</sup> Add \$10 per month for locations in designated remote service areas.								
<b>WIRELESS   SPECIAL CASES 900 MHz (where available)</b>								
<b>900 Basic</b>	125K	375K	750K	5-5-5	25.00	100.00	200.00	59.95
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.								
<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	200.00	99.95
<b>58 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	200.00	129.95
<b>58 Professional</b>	500K	2M	3M	25-25-25	25.00	100.00	200.00	159.95
<b>58 Corporate</b>	750K	3M	4M	30-30-30	25.00	100.00	200.00	199.95
<b>58 Enterprise</b>	1M	4M	5M	40-40-40	25.00	100.00	200.00	249.95

### HI-CAP

Please call to enquire about fractional frame and dedicated T1 circuits.

**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*