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N E W S L E T T E R M A Y 2 0 0 6

## VoIP - Cutting the Cord, Finally!

*Full-featured telephone service over the Internet nearly ready*

We began talking about VoIP way back in November 2003, and then again in March 2004, and July and August and November 2005. As our regular readers know, OCS has been using VoIP for over two years to connect our internal and external offices and for long distance, but we've had to

overcome some large obstacles to make it available to our wireless subscribers as a complete replacement for traditional phone line services. That option is nearly ready, with all of the following benefits.

**1. True local numbers.** As described in our August 2005 newsletter, this is a biggie that no other service offers, including Vonage. Even at OCS, where we've been using VoIP for outgoing long distance, it has been necessary to maintain local phone lines for local calls – but all of that is about to change.

A service like Vonage will save on outgoing long distance, but incoming long distance callers will incur a toll charge from the point where the Vonage number is actually assigned, or "terminated." For the same reason a Vonage user will pay for a call to their next-door neighbor unless they too have Vonage service, or visa-versa the neighbor will pay to call the Vonage number.

OCS has solved all of that with true local numbers that terminate right here in Porterville. For nearby communities from which Porterville is not a local call we will also have true local numbers, for example in Exeter or Visalia.

**2. Emergency E911 service.** This was the next big piece of the puzzle. Most other VoIP services include a disclaimer stating that a "normal" phone line should be kept for emergency calls, or they describe how their service requires voice contact so the caller can provide address information to the emergency operator.

OCS has solved this by including automatic location data with 911 calls, providing what's termed "E911" (for enhanced). For emergency facilities that are so-equipped we can even provide GPS coordinates and mapping. All of this means you can use your normal phone to dial 911 and the operator will know where you are even if you're disoriented or can't speak.

**3. Faxing.** Many VoIP services do not support faxing, so a "normal" phone line is still required. But with OCS all that's needed is a VoIP fax number – incoming faxes are saved as a PDF and attached to your email address, and outgoing faxes are sent to normal fax machines in a printable format.

*Continued on Side Two*

## Tech Support Note Cautions with Anti-Virus Software

We have long recommended that our customers should run some kind of 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 besides email. Norton and McAfee are popular, as well as OCS OfficeScan.

Two "Internet security suites" are now available from Norton and McAfee which are creating some problems for OCS subscribers. Those full suites can also filter email, and the latest versions are defaulted to do that automatically. The problem is that in doing so they change the mail server configuration, which can then interfere with your mailbox on our system.

We recommend that customers purchase either the basic "AntiVirus" versions of these products (which also include anti-spyware), or if using the suites to disable email scanning (which the OCS system is already doing), or to consider using OCS OfficeScan instead. If you have questions please contact our Customer Service at 781-4123 or CustomerService@ocsnet.net.



### 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

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### 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 \$42,914 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  
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## WIRELESS SERVICE AREAS

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

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

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

• VIRUSES STOPPED BY OCS SYSTEM: 1,255,816 (Apr 2006: 2,251)  
 • SPAM BLOCKED BY OCS SYSTEM: 36,879,368 (Apr 2006: 1,112,415)

# VoIP - Cutting the Cord

Continued from Page One

**4. Alarm systems.** Virtually all other VoIP services state that they do not work with alarm security systems, which is yet another reason why a traditional phone line is still needed. But not so with OCS ... STOP Alarm of Porterville can adapt your current system to contact them in an emergency over the OCS wireless network instead of a phone line.

**5. VoIP phones.** In most cases, OCS VoIP customers will simply unplug their normal phone from the wall and replug it into a small adapter that connects to the OCS wireless network, just like their computers. That's all there is to it, it's ready to use just like any other phone.

**6. Extra features.** OACYS VoicePlans will include a full package of features that are normally considered extra options, like Call Waiting, Voice Mail, Caller ID, Call Return, Redial, Speed Dial, 3-Way Calling, Call Forwarding, Call Blocking, Do Not Disturb, and Virtual Numbers in other cities.

**7. Power outages.** Normal phone lines derive their power over the phone lines themselves, independent of utility electricity, while

wireless equipment requires electrical power. The simplest emergency solution is a UPS (Uninterruptable Power Supply), a battery backup unit that takes over automatically when an outage is sensed. A small device will typically provide 15-30 minutes and costs less than \$100.

**8. Mobile backup.** OCS VoIP can completely replace traditional phone lines, but it is not mobile. For that purpose most folks have cell phones, which can provide an additional communication option in the event of an extended outage.

**Long-time customers will recall** that in 1999-2000 we spent some time announcing OCS DSL. As that plan ran into more and more delay and obstruction from PacBell, we ultimately tossed it overboard and forged instead into the brave new world of wireless, never looking back.

That is similar to what's happening now with VoIP. We based our announcements last fall on external assurances which ultimately failed, so we're once again taking matters into our own hands to get the job done - independent OCS VoIP service *will be available* in June 2006!



**NATIONWIDE OCS SERVICE for FRIENDS • FAMILY • BUSINESS**

## Fan Mail



*"I really appreciate all the help you give me when I run into a problem. You always come thru for me and get it straightened out. Thanks again and you do it with a smile." -JS, 1/06*

*"A friend told me to go with Netzero because it's only \$9.95 a month. But I don't care how cheap they are, I want to be able to call someone when I have a problem ... I am very thankful for OCS!" -JB, 4/06*

## 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)								
DIALUP	26K	40K	53K	1-5-5	25.00	-	-	24.95
Accelerator	Typically 2-5X faster			-	-	-	-	+5.00
<b>WIRELESS   STANDARD 2.4 GHz</b>								
24 Basic	125K	500K	750K	10-5-5	25.00	100.00	100.00	49.95 <sup>2,3</sup>
24 Premium	250K	1M	1.5M	15-5-5	25.00	100.00	100.00	79.95 <sup>2,3</sup>
24 Business	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	129.95 <sup>2,3</sup>
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 <sup>4,5</sup>
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								
<b>WIRELESS   MISSION CRITICAL 5.8 GHz (where available)</b>								
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*