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INTERNET
TECHNOLOGY

25 YEARS · 1982-2007

OLSON
COMPUTER
SERVICES

NETWORKING THE
COMMUNITY
SINCE 1982

User Admin

Managing Your Account Online

Online User Admin contains information and several tools for the easy management of your OCS account. However, from some of the calls we get it's obvious that a number of our customers are unaware of what they can do in User Admin, so here's a short refresher.

   Opening User Admin. On the main menu bar of the OCS website, point to the Subscribers tab and click User Admin (there's also a direct link in the left column just below WebMail). Then enter your login name and master password – note that these may or may not be the same as you normally use for email, and in fact we recommend that they be different. If you don't know or have forgotten this information, just call our office for assistance.

   Summary. The left column contains a summary of various details about your account.

Account Settings. The options here can be used to change your master password. We recommend that your master password be different from your normal login password, so that others in your household or company employees may connect to the Internet but cannot view or edit your account information.

Optional Services. Here you can manage various settings related to Web Content Filtering, the OACYS Firewall, your Personal Website, Accelerated Dialup, and OACYS VoIP for Internet-based telephone service.

Billing and Payments. One of our most common phone calls is, "Can I make payments online?" Yes you can, and it's done right here! You have options to make a current payment to your account using a credit card, or to authorize automatic payments using a credit card so you don't have to remember. Or if you prefer, you can download an authorization form to make automatic payments from your bank account.

Statistics. Check dialup usage or wireless bandwidth usage for the current and recent periods. This is very handy to help avoid excess usage surcharges, based on your plan type.

Online/Offsite Backup

This is our third newsletter article discussing the urgency of backing up your important computer data, as insurance against the possibility of catastrophic loss. We're continuing to ask for feedback regarding customer interest in a new OCS service to provide automated online/offsite backup over your high-speed wireless connection.

   OCS has had local clients for more than 25 years who have gone through countless backup systems, from floppies to tapes to CDs … all based on the understanding that the loss of critical computerized data could effectively wipe out their business.

   That saved the day many times, but sometimes it was discovered only too late that regular backups weren't being done, or weren't being stored somewhere else, or hadn't been tested periodically and subsequently failed when needed.

1982·2008 · OLSON COMPUTER SERVICES
26
26 YEARS

- **VIRUSES STOPPED BY OCS SYSTEM: 1,287,289**
- **SPAM BLOCKED BY OCS SYSTEM: 113,328,357**

User Admin
Continued from Side One

Email Addresses. Click on your email address, or select one if you have several. Then you can change your email password, set various spam filtering options, create a forwarding address, or enter an auto-reply message if you're going to be out of the office or on vacation.

Documents. The OCS Terms of Service agreement is available here, plus other documents of interest to our subscribers.

Technical Support. This section contains contact information for OCS Technical Support, help with configuring OCS spam filtering for use with various email programs, tips on removing viruses from your computer, and the OACYS Remote Utility for hands-on remote support by a technician in our office.

There's a lot of useful information in User Admin! Please don't hesitate to call or email our office if you need help or have further questions.

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

Online/Offsite Backup
Continued from Side One

That kind of risk has now expanded to include home businesses and individuals who would be devastated if their computers crashed, or were stolen, or lost in a fire or natural disaster. Insurance to replace the hardware can't do anything about lost records and correspondence and other personal or critical information.

How often should you back up? The answer is in how much data you're willing to risk losing. At OCS we back up everything, every night. We keep multiple versions so we can step back more than one day, and we use separate locations so that a disaster doesn't wipe the backups too.

This should not be a new issue for businesses, but it's becoming more important for our residential customers too. We now have technology with automation to a degree that makes it nearly impossible to miss a backup or risk a recovery failure, and unlike services like Carbonite we can do this with minimal impact on available bandwidth.

This technology is new, which is why we're elevating the issue and requesting feedback. Please email CustomerService@ocsnet.net or call our office if you're interested or would like more information.

Fan Mail
"Just a quick note of appreciation for the service you provide. I was at a party where everyone had a complaint about their ISP – except for me. OCS is the best!" -SM
"OCS is a premier wireless ISP and it is very delightful to deal with you." -JR

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.