NEWSLETTER FEBRUARY 2009

VISIT OUR WEBSITE FOR CURRENT NEWSLETTERS, NEWSLETTER ARCHIVES, OR TO SIGN UP FOR NEWSLETTERS VIA EMAIL

OACYS WiMax Deployment Continues

The 3.65 GHz WiMax deployment announced in our January 2009 newsletter is continuing successfully. As we anticipated, customers who were experiencing unresolved interference issues are reporting much improved performance after being changed to 3.65 GHz. A few dozen transitions have already been accomplished, and more are planned as we identify subscribers who might benefit from the change.

Furthermore, as marginal service may be reassigned to 3.65 GHz or other frequency options, those who are not swapped are also experiencing improved performance due to reduced pressure on their current tower segments – a win-win all around.

One limitation of these new radios is their significantly increased power requirement at the tower end. For this reason our initial WiMax coverage is available only from towers where utility grid power is available, rather than those we power with solar energy. We have two new 3.65 GHz transceivers on our Lewis Hill tower and one on our Rocky Hill tower, all covering the general Porterville area.

Vandalism Could Threaten Service

We need your help! Malicious vandalism at some of our tower sites seems to be on the increase, and in the extreme it could interrupt Internet service if too much actual destruction is done.

Most of our tower sites have graffiti on them. At Elephant Back Hill above Lindsay (which some call "L" Hill) our solar panels have been spray painted, shot, and even had a rock thrown through them. One antenna was broken off the tower, and conduit has been stomped and broken.

We're building a fence there and adding some other security measures, but the site is remote and these deterrents may not be enough. If you know or have heard of any malicious activity at EBH or any of our tower locations, please let us know – the damage you help prevent could help keep your Internet service up and running!
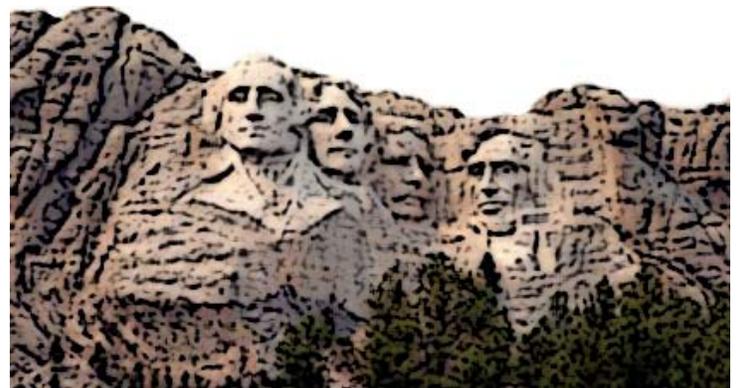
GoToAssist for Better Customer Support

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HONORING OUR PAST PRESIDENTS

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 …

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 $55,913 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!

OCS service plans are described at www.porterville.com

Internet Plans and Pricing

Call *about* eCommerce!

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

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27
27 YEARS
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WIRELESS SERVICE AREAS

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

Our Exeter tower covers Badger Hill too!

279,043,819 VIRUSES, SPAM, AND PHISHING ATTEMPTS HAVE BEEN STOPPED BY THE OCS CENTRAL SYSTEM
THAT'S 16,874,007 IN THE LAST MONTH!

GoToAssist for Better Customer Support

OCS subscribers are always happy to learn that our customer service and support is located right here in Porterville, with real live people who know what they're doing.

But sometimes our support staff can still spend considerable troubleshooting time asking customers to describe what they're doing and what they see on their end, which can be frustrating.

Now we have a much better way that works great. Over the phone we give you a special website to browse to and a unique connection code, which grants us temporary permission to access your system remotely – you can then watch and talk on the phone while we help sort out your problem, just as if we were sitting beside you at your desk. Remote access permission terminates automatically when the session ends.

As one customer put it, "Your technician used remote support to log into my computer and help resolve an email problem in a matter of seconds, rather than asking a billion questions and asking me to click here and there. Glad to see that OCS is moving up in the tech support world!"

Stuck in a contract?

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

Email Security Change Reminder

OCS has reconfigured our mail servers to accept outgoing email on Port 587, which along with SMTP Authentication will help put a stop to email hijacking. Our subscribers will need to make this same change in their own email programs, and after that transition is completed we'll set our servers to stop accepting outgoing email on Port 25, the traditional SMTP default.

We anticipate having this finished in February 2009. On our website, point to Subscribers on the main menu bar and click "Email Port Change" for instructions on how to change the SMTP server port number in several popular email programs. (Please note that SMTP Authentication must also be enabled when you make this change.) Or as always, feel free to contact our office for assistance!

OCS OfficeScan 8

OCS OfficeScan is an alternative option to Norton and McAfee desktop security, which avoids all the annoying message popups, renewal payment reminders, and update downloads. Wireless subscribers simply install a small utility on their computer, which communicates automatically with a central security server at OCS for current virus, phishing, and spyware threat profiles. There are never any updates to install, since everything is done transparently and in the background. Please contact our office for more information!

Fan Mail

"Your service is great! I was with another local wireless ISP previously and had nothing but problems. OCS is very professional and you have superb customer service." -J/KH

Help us celebrate – OCS turns 27 in February 2009! 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 please!

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 Min	Typ	Max	B-M-W[1]	One-Time Fees Service Activation	Install/ Configure	Equipment Deposit	Monthly Service
				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.