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OLSON
COMPUTER
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NETWORKING THE
COMMUNITY
SINCE 1982

N E W S L E T T E R M A R C H 2 0 0 9
VISIT OUR WEBSITE FOR CURRENT NEWSLETTERS, NEWSLETTER ARCHIVES, OR TO SIGN UP FOR NEWSLETTERS VIA EMAIL

Texting Isn't Just for Kids

When we recently upgraded our company cell phone service, I decided it was time to try something new. I couldn't be sure what I might discover, but that's what I wanted to find out – maybe there was something I was missing in all the new gadgetry, but I wouldn't be able to determine the possible practical value unless I just gave it a try.

So I got a new BlackBerry, and must say it's quickly become much more useful than my plain old cell phone ever was. I like the contact manager and the calendar, and I've used it occasionally to check weather and other websites when my laptop wasn't handy.

I've also used the built-in GPS navigator on road trips. I certainly don't mind doing a route check in advance or using a map, but in a big and unfamiliar city the GPS has already proved very handy. And, its ability to switch seamlessly from cell towers to satellites in remote areas has worked to provide virtually nonstop coverage.

The full QWERTY keyboard is necessarily compact, but getting used to it was easy and it's far better than the old "1-2-3 taps" method of trying to type with a phone pad. That's where all the extreme shorthand came from – *c u l8r* – but with a full keyboard it's possible to compose a properly formatted message that can actually be read and even works well for business communication.

But my biggest surprise was probably texting. I always thought that was just for kids and it otherwise served no real purpose, but I've discovered otherwise. I found that, just as email was once revolutionary, texting can be very handy too and each has its place.

While email with a cell phone can take a while between sending and receiving, texting is virtually instantaneous. And, it doesn't require that the sender or recipient must be near a computer – since everyone carries a cell phone these days, a text message will transmit quickly, anywhere, and it doesn't cause an immediate interruption as would a phone call.

That doesn't mean it has to get crazy, but a quick note can be much handier via texting than email – and the BlackBerry's full keyboard makes it much easier to type. I've found that replies also tend to be fast, because the recipient almost always has their cell phone with them, while their computer may be back at home or at the office.

In short, I'm converted – who says you can't teach an old dog new tricks!

Next Month

I'll describe my new adventures with an "e-book reader" ... no not a Kindle (I decided to choose the Sony), but the concept is essentially the same. So for an old bookaholic, what's it like to curl up and relax with a good e-book? This is a project in progress, more next month...

Make Your Billing More Efficient

Since "being green" is trendy these days, we can suggest an efficiency tip that will avoid some waste. We have a number of subscribers who have requested paper invoicing, but who then choose to pay via automatic bank transfer.

That costs us a paper invoice, printing costs, an envelope and a stamp, while the actual payment is entirely paper-free.

OCS has been sending e-invoices since we first introduced local Internet service in 1995. That was our original intent and it seemed logical in our kind of business, but over time we've agreed to send paper invoices when requested.

However, online bank payments weren't available when we started, but they've now become very common. So if you've switched to online banking but are still being mailed an OCS paper invoice, please consider switching to e-invoicing and avoid wasting the paper! Then if you still want a printed invoice for your files you can simply print your OCS e-invoice. Please contact our office if you'd like to make this change!

The OCS home page has received more than 12 million hits – contact us for local advertising information!

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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 \$56,262 so far** – click Referrals on our home page for details! Your friends may simply click *Subscribe* to sign up online.



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

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294,590,564 VIRUSES, SPAM, AND PHISHING ATTEMPTS

HAVE BEEN STOPPED BY THE OCS CENTRAL SYSTEM

15,546,745 IN JUST 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...



Help us celebrate – OCS turned 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!

Port 587: 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 will end the transition period in March 2009, and will then assist any callers who still need help making the change.

To do this on your own, point to "Subscribers" on our website's 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!

WIRELESS SERVICE AREAS

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



Fan Mail

"Over the years that I have had your service, I have been very pleased. Whenever I have called the staff member has been super helpful and cheerful as well. You are just nice people to do business with." -MK

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 ¹ | 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 |
| 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 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