

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 J A N U A R Y 2 0 1 0  
VISIT OUR WEBSITE FOR CURRENT NEWSLETTERS, NEWSLETTER ARCHIVES, OR TO SIGN UP FOR NEWSLETTERS VIA EMAIL

## Feedback from OCS Tech Support

Whether large or small, most ISPs simply provide an Internet connection and leave computer service and repair to other companies.

OCS is fairly unique in that we have always provided A-to-Z solutions that include service, repair, and support with no outsourcing. Our philosophy is that customers prefer a one-stop solution, providing that the level of quality and reliability is high.

OCS currently services or repairs more than 500 computers annually, of every make, model and description – no other company in town or in our surrounding communities comes even close. As a result, our technicians have as good a feel for what's happening as anyone, anywhere.

So to open the New Year, we thought we'd recap our top tech support items of the last year:

1. Anti-virus software. Hacker mischief is serious and the problem will only continue to increase. It is extremely important to keep an updated antivirus/antispymware program on your computer. The majority of systems that come in for cleanup either do not have an antivirus program, or it is expired, or the definitions are out of date. Most of these customers are also not running full system scans on a regular basis, which leaves them completely vulnerable. (PS: OCS OfficeScan solves all of these problems!)

2. Regular backup. A customer lost everything on her computer recently when her hard drive crashed and she didn't have anything backed up. Viruses can also wipe out part or all of a hard drive. It is very difficult telling a customer that they've lost all of their records and memories!

Solutions are much easier than they were years ago. Important files can simply be copied to a CD, which can store a few hundred megabytes. Popular flash or "thumb" drives plug into any USB port and can hold up to a few dozen gigabytes of backup storage. External USB hard drives can store hundreds of gigabytes and are very affordable. OfficeMax, OfficeDepot, Staples and many others stock these items.

(PS: OCS does not recommend online backup solutions like Carbonite or Mozy due to their high bandwidth consumption.)

Send newsletter comments to [feedback@porterville.com](mailto:feedback@porterville.com)

## OCS turns 28 in February 2010

OCS was started in a home office in 1982 by the same people who still own it today. We 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 still have a limited supply of mugs in three colors, tall mixing (pint) glasses, and etched wine glasses. Get them while they last!



### Stuck in a contract?

Bring in your binding paperwork and we may be able to waive up to \$100 from your OCS startup costs to help offset early termination penalties with another provider.

### 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 OCS home page has received more than 13 million hits – contact us for local advertising information!

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

Internet Plans and Pricing

Call about eCommerce!



Our Military Men & Women

[AMERICASUPPORTSYOU.MIL](http://AMERICASUPPORTSYOU.MIL)  
SUPPORT OUR MILITARY = SUPPORT THEIR MISSION

### 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 \$58,483 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!

**EMAIL CHANGE ALERT - SEE OUR WEBSITE**

Wireless customers are now being transitioned tower-by-tower

**MORE THAN 384 MILLION VIRUSES, SPAM, AND PHISHING ATTEMPTS HAVE BEEN STOPPED BY THE OCS CENTRAL SYSTEM. CALL US ABOUT OCS OFFICE SCAN!**

OFFICE HOURS • MON-FRI 8AM-8PM • SAT 9AM-5PM • CLOSED SUN  
767 NORTH PORTER ROAD • PORTERVILLE CA 93257 • 559-781-4123

## OCS Payment Options

OCS provides four (4) different ways to make your payments. You can select or change your preference in UserAdmin on our website, or simply contact our office.

- 1. Email Invoice:** An invoice will be emailed to your billing email address, and no paper invoice will be mailed.
- 2. Auto Charge:** Your credit card will be charged automatically on the 15th of each month. You may enter your card information securely via UserAdmin, or call or stop by our office. This saves late charges too!
- 3. Auto Bank Transfer:** Your payment will be withdrawn automatically from your bank account on either the 1st or 15th of the month (your choice). An authorization form is available in UserAdmin, or just stop by our office. This also saves late charges!
- 4. Postal Invoice:** A paper invoice will be mailed to your billing address. (Dialup customers may choose this option only for quarterly, semi-annual, and annual payments.)

## WIRELESS SERVICE AREAS

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

## Windows 7 After Two Months

Windows 7 was officially released on October 22, 2009. After sixty days there seems to be none (or very little) of the negative publicity that accompanied the release of its predecessor (Vista). PC Magazine (PCMag.com) gives the new OS a thumbs up, with a "very good" rating by both its editors and user surveys.



Technicians at OCS have started to see a few machines coming in with Win7 installed and they report that, unlike with Vista, they are seeing very few issues or problems.

*Please see our October 2009 newsletter for a more complete review and recommendations.*



### Fan Mail

*"I called for help with email, and am so thankful that I'm with OCS and not AOL or some other company. You are always so nice and helpful!" -DH*

*OCS called a customer whose email address had been compromised, and had her change her email and master password. She thanked us for helping her and for discovering the problem and blocking it before the spammers were able to do any harm.*

## 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 Accelerator</b>	26K	40K	53K	1-5-5	25.00	-	-	24.95
	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	100.00	49.95 <sup>2,3</sup>
<b>24 Premium</b>	250K	1M	1.5M	15-5-5	25.00	100.00	100.00	79.95 <sup>2,3</sup>
<b>24 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	129.95 <sup>2,3</sup>
<b>WIRELESS   SPECIAL CASES 900 MHz (where available)</b>								
<b>900 Basic</b>	125K	375K	750K	5-5-5	25.00	100.00	100.00	59.95 <sup>4,5</sup>
<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	100.00	99.95
<b>58 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	129.95
<b>58 Professional</b>	500K	2M	3M	25-25-25	25.00	100.00	100.00	159.95
<b>58 Corporate</b>	750K	3M	4M	30-30-30	25.00	100.00	100.00	199.95
<b>58 Enterprise</b>	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.

### I Didn't Know That!

- OCS provides "A-to-Z" technology services
- Complete computer service and repair shop
- Variety of Internet access plans and packages
- Professional website development and hosting
- Programming and custom development
- eCommerce solutions
- Computer and Internet technology consulting
- Secure branch office inter-networking
- Internet-based "VOIP" telephone services

*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*