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## OCS Improvements: 2010 in Review

*Ongoing improvements never end*

When attempting to chronologize changes at OCS it can be difficult to establish precise dates for one project or another, since so many are ongoing that one tends to blend, blur and overlap into another.

This was especially true of the last year, when record company expense was dedicated to new projects at an unprecedented pace. Here, in no particular order, are a few of those improvements:

- **Virtual servers** have replaced the racks of full-sized computers that once filled our network operations center. The benefits have been: significantly increased speed, efficiency and redundancy.
- **Redundant network operations centers** are now collocated in Porterville, replacing our original backup location in Fresno to a nearby facility for rapid response to various possible primary outages.
- **Separate fiber circuits** from different major providers now connect both of our NOCs to the Internet, so that a rare failure on one circuit is highly unlikely to affect the other.
- **BGP routing**, using new edge routers, now uses both fiber circuits for maximized normal traffic flow, and switches automatically to one or the other in the event of an outage on either circuit.
- **Load-balancing**. Several OCS towers can now redirect their normal traffic flow through different towers in the event of a problem on the primary tower.
- **Enhanced backup systems** now secure all critical server data on two different drive systems in our separated NOCs, to increase rapid system restoration in the event of a primary failure.
- **Multiple "storage networks"** now ensure that the failure of a single hard drive does not affect overall storage operation, and that the failed unit(s) can be replaced seamlessly.
- **Expanded emergency power backup** has included new generators at both our NOC and tower sites, as well as enhanced battery modules for much longer runtimes on our UPS units.

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**MORE THAN 460 MILLION VIRUSES, SPAM, AND PHISHING ATTEMPTS  
HAVE BEEN STOPPED BY THE OCS CENTRAL SYSTEM  
CALL US ABOUT OCS OFFICE SCAN!**

## OCS computer service by appointment

For some time the OCS computer service and repair shop has been experiencing significant growth in the number of cases we handle. This is certainly due to the unprecedented growth of overall computer usage among the general public, but also to the addition of a steady increase in virus-related problems and their complexity.

As a result, the shop has sometimes fallen behind in their mission to provide quality service on a timely basis. Therefore, effective immediately, we will start transitioning toward an appointment-based system rather than simply accepting all work on an impromptu walk-in basis.

Customers are encouraged to phone our office, to schedule an appointment to drop off a computer for repair ... *please note that the typical (average) time for virus cleanup is currently five (5) business days.*

### 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 14.7 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!

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



Our Military Men & Women

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 \$61,951 so far** – click *Referrals* on our home page for details! Your friends may simply click *Subscribe* to sign up online.



OFFICE HOURS WEEKDAYS 8-5 • SATURDAYS 9-5 • CLOSED SUNDAY  
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## OCS Improvements: 2010 in Review

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- **New radio models and wireless frequencies** we've employed have vastly improved the efficiency of our wireless network.

- **Snowshoes.** There are times when we simply "must get through" to a tower site during a winter storm and not even our 4WD pickups or ATVs can hack it – so in 2010 our crews bought snowshoes to help get the job done.

OCS does not invent new technology, but we're constantly alert to new developments in the industry and we're not reluctant to invest in whatever it takes to continue improving the quality and reliability of our service.

We know that our customers can choose to shop elsewhere, but we also know that only OCS delivers on our promise of quality, reliability and dedicated support.



### 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.

## WIRELESS SERVICE AREAS

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

## Browsers to add "Do Not Track" option

New browser versions coming from Microsoft, Firefox and Google are expected to include options that will allow users to choose the equivalent of what "Do Not Call" did to virtually stop unwanted telemarketing phone calls.

Many online advertisers can now track the interest in their products and services by recording the origin of each click, which can then be used for related "behavioral interest" promotions.

New releases of Microsoft IE9, Firefox 4, and Google Chrome will purportedly include new options to block these trackers.

### Tired of satellite or Clearwire? You're not alone ...

many of our new OCS accounts are customers switching to OCS from satellite or Clearwire. Tell your friends and receive a referral credit for up to a month's free service.



### Fan Mail

"I recently had a service call from the place where I bought my laptop. They were very arrogant and made me feel stupid, but OCS got my problem fixed. Thank you, I am very appreciative!" -DN

"I had an email issue today and wanted to let you know that everyone I know who has OCS really appreciates that they can talk to a live person and that you are so helpful." -JS

## 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</b>	26K	40K	53K	1-5-5	25.00	-	-	24.95
<b>Accelerator</b>	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