

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 A U G U S T 2 0 1 1
VISIT OUR WEBSITE FOR CURRENT NEWSLETTERS, NEWSLETTER ARCHIVES, OR TO SIGN UP FOR NEWSLETTERS VIA EMAIL

Grand theft at Mine Hill Tower

On July 8th our Mine Hill tower site, which serves Success Valley, looked pretty much as in the photo below and was



functioning normally.

Then, at about 6:40am the following morning, we received problem alerts on each of the several elements of the automated system we monitor.

So, with all of our remote monitoring and management equipment suddenly

unresponsive, the only solution was to drive up there to see what had happened. While it's only about 8 miles as the crow flies, it takes about an hour in a 4x4 pickup.

What we discovered on arrival was quite a surprise. As the photo below shows, the site had been pretty much cleaned out – the solar panels, primary batteries, backup generator, and all site management electronics were gone, including the chain-link gate. Heavy padlocks had been removed with bolt cutters.

In the 12 years we've been providing wireless Internet service, this was a first. We've had some relatively minor vandalism, but nothing like this.

Given the several thousands of dollars in lost equipment, the Tulare County Sheriff's Department classified this crime as grand theft. Everything remaining was dusted for fingerprints, and the ground was observed for tracks in several directions.

While the case remains open, the foremost priority was to restore service to our customers. Fortunately, with a portable generator, external gas tank, and some temporary electronics we were able to restore service by about 3:40pm. The incident cost 9 hours of down time, but under the circumstances we



(Continued on Page Two)

Common Internet Scams

Don't become a victim!

The Phone Scam. Typically, you receive a phone call from a so-called software provider representing a computer manufacturer or a major company such as McAfee, Norton, or Microsoft.

You're told that their online monitoring system has detected a virus on your computer, and you're in danger of losing all of your stored data – but they can help you to fix the problem.

You'll be asked to go to a specified website and download a solution – which, of course, in reality infects your computer and allows the hacker to secretly access everything on it, including personal information, online banking accounts, and passwords just to name a few. This happens all the time, and sooner or later someone always falls for it.

(Continued on Page Two)

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 15 million hits – contact us for local advertising information!

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!



Our Military Men & Women
AMERICASUPPORTSYOU.MIL

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 \$63,223 so far – click Referrals on our home page for details! Your friends may simply click *Subscribe* to sign up online.



**MORE THAN 518 MILLION VIRUSES, SPAM, AND PHISHING ATTEMPTS HAVE BEEN STOPPED BY THE OCS CENTRAL SYSTEM
CALL US ABOUT OCS OFFICE SCAN!**

OFFICE HOURS WEEKDAYS 8-5 • SATURDAYS 9-5 • CLOSED SUNDAY
767 NORTH PORTER ROAD • PORTERVILLE CA 93257 • 559-781-4123

Grand theft at Mine Hill Tower

(Continued from Page One)

were relieved that it wasn't more.

Throughout the day, staff in our office took and returned calls to Success Valley customers to explain what had happened and keep them updated. Field and network engineers – one with a sick child – cancelled weekend plans to help resolve the problem.

We continued running on the temporary setup while rush-ordering new equipment. Now, just over two weeks later, the site is fully restored ... including new cutter-proof locks, several trip-sensors, and a new security camera surveillance system that sends a steady stream of photos back to our office. Even if the camera is destroyed, it will have already transmitted pictures of "who dunnit" and alerted us to call the TCSD.

Given this wake-up call and the lessons learned, we are upgrading other rural and potentially vulnerable tower sites with additional security equipment. We assume the thieves were looking for scrap metal and any equipment that could be sold fast – however, they probably didn't make much on our haul, since our electronics equipment is very specialized and don't have much use outside of our industry.

Common Internet Scams

(Continued from Page One)

The Domain Registry Scam. Many of our customers – and many more posting complaints online – have reported receiving what appears to be an official-looking invoice from the "Domain Registry of America" (DROA), or sometimes others. The invoice cautions the recipient that they have a domain that's about to expire, and requires prompt payment for renewal.

A few of our customers have fallen for this. We become aware only when we're contacted by DROA to unlock the domain registration, so they can transfer it from OCS to DROA.

For those who feel they misunderstood and don't really want to transfer their domain, the dispute process is nearly impossible. In virtually all cases, customers who have actually sent a check to DROA have lost their money.

According to Wikipedia, "Domain slamming (officially referred to as unauthorized transfers) is a form of confidence scam in which the offending domain name registrar attempts to trick domain owners into switching away from their existing registrar, under the pretense that the customer is simply renewing their subscription to their current registrar. The term derives from telephone slamming, in which a subscriber's telephone service is changed without their consent."

Don't fall for these scams! If you have questions about an offer that seems fishy, please contact our office before you proceed.

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

Fan Mail



"Our company has several business clients who are having too many problems and reliability issues with [another wireless ISP] ... we like to refer them to OCS because we know your reputation." -KM

OACYS WIRELESS INTERNET SERVICE PLANS

Wireless Plan Types	Average Speeds			Monthly Usage ¹	Mailboxes	One-Time Fees		Monthly Service ³
	Min	Typ	Max			Installation	Equipment Deposit ²	
RESIDENTIAL								
Basic	125K	500K	750K	12GB	5	100.00	100.00	49.95
Premium	250K	1M	1.5M	20GB	5			79.95
BUSINESS								
Business	375K	1.5M	2M	30GB	10			129.95
Professional	500K	2M	3M	35GB	25			159.95
Corporate	750K	3M	4M	45GB	30			199.95
Enterprise	1M	4M	5M	60GB	40			249.95
MOUNTAINS								
Alpine, Pierpoint, Camp Nelson	125K	375K	750K	5GB	5			69.95

1. Monthly usage is the allowed bandwidth per month. Surcharges apply for excess usage.
2. Equipment deposit is fully refundable upon termination of service after one year.
3. For areas served by Blue Ridge tower, add \$10 monthly rural service fee.

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-OACYSKOM