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## Common Support Questions

Our customer service team at OCS handles dozens of calls, questions and problems every day. In this month's newsletter, we thought it might be useful to share a few common issues, listed here in no particular order:

**Q:** I'm expecting an e-mail and it never gets to me.

**A:** Use WebMail first (linked on our home page) to check your Quarantine, since something in the message may have triggered our spam filters. If it isn't there, send a test message to the sender (or call them) and ask for a reply. If that also fails to arrive, ask the sender to carefully double-check the address they're sending to for any possible misspellings.

**Q:** I can't connect to the Internet.

**A:** Can you get email or browse the web from any computer connected to your router? If not, we'll check to see if we can see your router from our side of the network. If yes, we'll ask you to reboot your router's power supply, or possibly your computer, or sometimes the router itself. If we can't see (ping) your router it may be unplugged, or in some cases it may require a firmware update, or it may even have failed.

**Q:** What should I do if a scamware or spyware program pops up while I'm browsing?

**A:** First, DON'T CLICK ANYTHING! Any button, like a "Cancel" or "No Thanks" or even the familiar "Red X" close button in the top-right corner, can be used by hackers to trigger an unwanted chain of events. Simply touch ALT-F4 to close the popup. And, make sure you're running a current version of antivirus software.

**Q:** I can receive email but can't send.

**A:** Your "outgoing SMTP port" needs to be set to 587. To check your settings, see Subscribers > Email Port Change on our home page at porterville.com.

**Q:** How do I connect to a wireless network?

**A:** In the Windows taskbar tray there should be an icon showing a stack of signal bars. Click there and it will show all of the wireless networks within range. Select the one you want to join and enter your password.

On Mac OSX, click the wireless icon near the top-right corner, then select the network you want from the list. On iPhones and iPads, go to Settings. In the left column tap Wi-Fi, then under Choose a Network tap the name of the network you would like to join and enter your password.

## Widespread Virus Hits Macs



For years, Mac users have been told that not only are they cooler than their PC counterparts, they are safer too. Apple has always held that computer viruses and malware dogged only its competitors. That is no longer the case.

In April, security researchers discovered that a new computer virus called Fakeflash or Flashback had infected half a million Macs, about half of them in the United States. Said to be the largest scale attack on Mac OS X to date, it is far more widespread and sophisticated than the "Mac Defender" attack of last year.

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### 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 16 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

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AMERICA SUPPORTS YOU

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### 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 \$64,895 so far – click Referrals on our home page for details! Your friends may simply click *Subscribe* to sign up online.



MORE THAN 648 MILLION VIRUSES, SPAM, AND PHISHING ATTEMPTS HAVE BEEN STOPPED BY THE OCS CENTRAL SYSTEM  
CALL US ABOUT OCS OFFICE SCAN!

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## Widespread Virus Hits Macs

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A computer security firm predicted in 2008 that digital criminals would start targeting Mac users with Windows-style attacks once Apple's share of the PC market reached 16 percent, assuming that Windows' antivirus solutions were at least 80 percent effective.

They weren't far off. According to Gartner Research, Apple currently holds 12 percent of the PC market in the United States and antivirus software has reached 95 percent effectiveness.

"Last year's attacks were a turning point, with criminals realizing they could make money targeting Apple users," said one researcher. "As Apple gains more market share, it will also see more attacks.

"The problem is that the security industry has much less visibility into Mac OS X than Windows. Mac users have been led to believe they're safe and turned off their paranoia filter. There's a lot of easy prey out there."

Summarized from the *New York Times Technology Section*

[bits.blogs.nytimes.com/2012/04/06/widespread-computer-virus-indicates-mac-users-no-longer-safe](http://bits.blogs.nytimes.com/2012/04/06/widespread-computer-virus-indicates-mac-users-no-longer-safe)

### Fan Mail



"If I need help I can come by or call and you are always willing to assist me. This is the reason I stay with a local company." -CC

"I miss working with a local company!" -CH (after changing ISPs)

## What is WISPA?

OCS is a long-time principal member of WISPA, the Wireless Internet Service Providers Association. The organization's mission is "to promote the development, advancement and unification of the wireless Internet service provider industry."



WISPA has over 600\* members nationwide, consisting of wireless Internet service providers, equipment manufacturers, service vendors, and other interested parties. (\*There are an estimated 2-3 thousand wireless ISPs in the United States.)

Wireless ISPs represent as many as 3 million Internet users nationwide, often in rural areas where other broadband options are limited or nonexistent. Typically, WISPA members have been entrepreneurs and innovators since the birth of public Internet usage in around 1995.

Of critical importance is WISPA's presence in Washington DC, providing representation before Congress and the FCC. Without these efforts, smaller companies – as virtually all WISPs are – would lose ground at every turn to the overwhelming influence of the major telcos like AT&T, Sprint, Verizon (et al) and cable companies like Comcast, Charter and others.

When the major companies have their way, people in smaller and more rural communities tend to lose. Teaser offers and promotions – which always include government (taxpayer) subsidies – eventually displace other competition. And then, rates inevitably skyrocket while service typically declines.

Recently, WISPA efforts have prevented the major companies from completely taking over the TV White Spaces, which hold significant promise for rural communities and OCS and our customers.

## OACYS WIRELESS INTERNET SERVICE PLANS

Wireless Plan Types	Average Speeds			Monthly Usage <sup>1</sup>	Mailboxes	One-Time Fees		Monthly Service <sup>3</sup>
	Min	Typ	Max			Installation	Equipment Deposit <sup>2</sup>	
<b>RESIDENTIAL</b>								
<i>All Plans</i>								
Basic	125K	500K	750K	12GB	5	100.00	100.00	49.95
Premium	250K	1M	1.5M	20GB	5			79.95
<b>BUSINESS</b>								
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
<b>MOUNTAINS</b>								
Alpine, Pierpoint, Camp Nelson	125K	375K	750K	8GB	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