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INTERNET TECHNOLOGY

Illegal File Sharing
Copyright infringement notices on the rise

The Motion Picture Association of America (MPAA) and the Recording Industry Association of America (RIAA) monitor the Internet very aggressively, scanning continuously for traffic that contains copyrighted movies and music that has not been legally purchased.

One of the most common programs used to do this is BitTorrent, which allows users to download content and then share it with millions of other computers that have the same software installed. A recent survey shows that BitTorrent ranks in the top tier of all Internet traffic.

However, downloading and sharing copyrighted movies and music is considered copyright infringement, with the potential for large fines.

When the MPAA or RIAA detect illegal traffic, they can easily identify the IP addresses of the sending and receiving parties, the ISPs who are hosting those addresses, the name of the movie or music that was downloaded, and the precise date and time of the violation.

They then send a notice to the hosting ISPs, insisting that they contact the subscribers at the identified IP addresses and advise them that they must immediately remove the illegal content and provide written acknowledgement that they have done so. ISPs who decline to cooperate in this procedure may themselves become liable for prosecution.

Over the past several years, OCS typically received notification like this a few times per year. But recently, that number has increased quite dramatically to several times per month.

In most cases, the subscribers we contact are unaware of the situation, and fairly often they discover it's their children who have been downloading the illegal content – which then gets redistributed automatically by the BitTorrent software.

The easiest way to avoid a problem like this is to simply uninstall BitTorrent. If you have questions or need help with this, please don't hesitate to contact our office.

Bandwidth Management Tips

Several of our newsletters have discussed how you can reduce your bandwidth usage, which helps keep our network fast and reliable while keeping costs down for you. Here's a recap of two of the biggest "bandwidth hogs" we've seen recently, and what you can do about them.

1. Netflix. Open *My Account*, then in the *Profile* section click on *Playback Settings*. At the top you'll see 4 options under "Data Usage" … the default for new Netflix users is

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Work from home

Call OCS to connect your home to your office or tie multiple offices together, all at high speed and with full VPN security, anywhere in the Valley or beyond.

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 $73,403 so far** – click *Referrals* on our home page for details! Your friends may simply click *Subscribe* to apply for service online.

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

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Bandwidth Management Tips

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preset to *High* … change this to *Low* and your bandwidth usage will be reduced by a staggering 90% when watching movies. You'll probably notice no change in quality, and your buffering delays will largely disappear.

   2. Smart TVs. If you've bought a new TV lately, it can probably connect to the Internet. What we're finding is that the default settings for these TVs allow them to download popular movies continuously, even when you're not watching, so you'll always have several selections available for instant viewing whenever you want. However, this gobbles up tremendous bandwidth … where to turn this feature off varies, depending on the make and model.

   The Internet was never intended to replace movie theaters and television, but that genie is out of the bottle and it's what people now want and expect. So, much like Edison, PG&E or your water utility company, we keep looking for ways to inform our subscribers about how they can economize.

Fan Mail

"Many friends encouraged me to switch to OCS. Your service and customer support are 1000% better than my previous local ISP … you actually want to help your customers!" -JH

A Phishing Success Story

A long-time OCS customer wrote us recently with quite a story. She found a piece of exercise equipment on eBay, and followed the seller's request to make direct email contact rather than the usual routine using eBay as the messaging intermediary.

   The seller then made another unusual request, asking our customer to send a Walmart gift card in the amount of the purchase rather than using PayPal.

   However, that request was flagged by our OCS spam filter and wound up in Quarantine. Her suspicions aroused, our customer checked MyEbay and discovered no record of these communications between her and the seller. She then withdrew from the transaction and avoided the loss of $1360 … she considers herself a wiser online shopper, and credits OCS and eBay for helping her discover the attempted fraud. We think she did a great job too!

Articles in this newsletter issue are reprinted from previous issues. Many readers are new to the newsletter and may have missed these stories, and for regular readers the content remains relevant.

Tired of satellite or Clearwire? You're not alone … many of our new OCS accounts are customers switching from satellite, DSL, Clear[wire] and others. Tell your friends and receive a referral credit for up to a month's free service.

OACYS WIRELESS INTERNET SERVICE PLANS

Wireless Plan Types	Average Speeds (Mbps)		Monthly Usage	Mailboxes	One-Time Fees		Monthly Service
	Max	Typical			Installation	Equipment Deposit	
	(Note 1)		(Note 2)			(Note 3)	
					All Plans		
RESIDENTIAL							
Basic	**1.5M**	1M	20GB	5	100.00	100.00	49.95
Premium	**3M**	2M	30GB	5			79.95
BUSINESS							
Business	**3.5M**	2.5M	40GB	10			129.95
Professional	**4.5M**	3.5M	50GB	25			159.95
Corporate	**6M**	4.5M	60GB	30			199.95
Enterprise	**8M**	6.5M	80GB	40			249.95
MOUNTAINS							
Yokohl, Balch, Bear Creek	(Note 4)						
Alpine, Pierpoint, Nelson	**1.5M**	768K	20GB	5			69.95

(1) Residential and Mountain Area plans are asymmetrical, with uploads at 50% of download speeds. All Business plans are symmetrical.
(2) Usage is the allowed bandwidth per month. Surcharges apply for excess usage.
(3) Equipment deposit is fully refundable upon service termination after one year. No contracts are required.
(4) Add $10 monthly rural service fee to any Residential or Business plan.

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-OACYSCOM