N E W S L E T T E R   N O V E M B E R   2 0 0 4

What's in a Name?

You're probably not alone if you've ever wondered how we came up with our OACYS name, what it means, how it's pronounced, and why we made this change a few years ago.

Perhaps the most common misconception is that it's the company co-founder's name, and those folks often spell it "Oacy's" and pronounce it something like "Ossie's" or "Ozzie's." But that's not it (and her name is actually spelled "Asih" anyway).

A few years ago we decided that we needed a more global name to better represent our various services on the global Internet stage. We also wanted something unique that would not likely be in use elsewhere, and so could readily be registered at state and federal levels and used for trademarks, copyrights, domains, and so forth.

At the time we had been known locally for nearly 20 years as Olson Computer Services, or "OCS." To make a long story short, we simply spread those letters apart and slipped in a couple of phonetic vowels to create a word that's pronounced as in "oasis."

That led next to the palm tree in our logo, and all the positive images associated with the welcome respite of an oasis surrounded by wastelands.

We still use all of our names interchangeably in the local area, and you'll still hear us answer phones with the familiar "OCS" – but for formal purposes and when doing business out of town we use OACYS TECHNOLOGY exclusively. *So now you know!*

Meet the Team
Ryan Walker, Network Manager

Meet more of our team in coming monthly newsletters!

Ryan Walker joined OACYS in 1997 as a high school (Monache) senior. Through secure remote connections he was able to remain "plugged in" even while away at university, just as though he was still physically in our office, remaining active in a variety of programming and network management projects. This early forerunner to what we now call "telecommuting" was essentially how Ryan worked his way through college and remained an asset to the company at the same time.

After earning his degree in Computer Science at Azusa Pacific University, Ryan returned home and assumed full management of the substantial OACYS network, both internal and our wide complex of wireless towers.

In a society where "leaving home" has become so commonplace, our company and the community are fortunate to have retained one of its best and brightest. Ryan's talents and quiet professionalism are a significant part of what separates the OACYS team from all the rest.

WIRELESS SERVICE AREAS

New customers in Yokohl Valley and Balch Park say service is GREAT!

- Porterville
- Springville
- Pleasant Valley
- River Island
- Globe Drive
- Strathmore
- Terra Bella
- Lindsay
- Exeter
- Visalia
- Yokohl Valley *In progress*
- Success Valley
- Camp Nelson
- Richgrove

- **VIRUSES STOPPED BY OCS SYSTEM: 992,783** (last 30 days 31,999)
- **SPAM BLOCKED BY OCS SYSTEM: 20,278,731** (last 30 days 609,614)

Steering Clear of Phishers

If you received a letter in the mail requesting personal information about your bank account that you'd think they should already have on file, would you just go ahead and respond regardless?

Neither would we, and email is no different. Here's a clip from a recent edition of *Mossberg's Mailbox* in the Wall Street Journal:

Q: I have received an official-looking email from my bank asking me to contact their website to reconfirm some details of my account. But I've read that such emails are often fakes. Should I respond?

A: I wouldn't. Scammers are using a type of fraud called "phishing," in which they send out emails that look very official, right down to the logo and a web link that appears to be legitimate. If the email suggests that providing this information is mandatory or urgent, then go to the company's website using their official address – not the link in the email – to see if they are actually requesting such information ... or call them to verify.

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

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Browser Battles

Here's another recent blurb from *Mossberg's Mailbox*:

Q: My techie friend is urging me to stop using Internet Explorer on my Windows XP computer and switch to a web browser called "Firefox." He says it's better and more secure.

A: Firefox is a web browser that is a popular alternative to Microsoft's Internet Explorer (IE). It comes from an open-source organization called Mozilla (www.mozilla.org) and is offered in versions for Windows, Macintosh, and Linux. It is more modern than IE, and features tabbed browsing, an approach I like a lot that lets you open multiple websites on a single screen.

Only a small percentage of web surfers use Firefox, but that number is growing sharply in the wake of ongoing warnings that IE's security holes are making it easier for viruses, spyware, and other malicious software to enter a computer. Microsoft has fixed some of these problems in the new SP2 update (see our October 2004 Newsletter), but Firefox has a number of characteristics that still make it inherently safer than IE.

If you're concerned about security, Firefox is a good way to go – but there are a few downsides. For one thing, it's not finished and is still a preview release. And, there are some websites it doesn't handle properly, because the developers of those sites have tailored them to use features specific to IE. But it's stable and fast, and you can always use IE for those few sites that Firefox doesn't render correctly.

Comments: We're currently using and testing Firefox internally at OCS, with positive results so far. Once we're sufficiently confident and are able to assist with support issues, we'll make a recommendation and will start including it on our setup CDs. Eager beavers can download it now from www.mozilla.org/products/firefox.

NATIONWIDE OCS SERVICE for FRIENDS • FAMILY • BUSINESS

With over 2,500 free local access numbers across the country, you can keep quality OCS dialup service when you travel or even if you move. Or recommend it to your friends, family, and business associates across the country and earn referral credits at the same time! To check for available numbers in different areas of the country, just click "Nationwide Numbers" or "Access Numbers" on our website. New accounts may sign up using the handy "Subscribe Online" procedure on our home page. Call us for more information!

Fan Mail!

We receive *many* very nice comments from our subscribers. Although we never "name names" without permission, we thought it would be of interest to at least share some of the remarks. This will become a regular feature in our monthly newsletters, here are a couple for starters…

"I'm very happy to refer friends to OCS because I know you take care of your customers…" -NA 10/04

"I am very pleased with your service and just wanted to say Thank You for keeping all that spam out of my computer, I really appreciate it…" -MR 9/04

OACYS INTERNET SERVICE PLANS

| Plan Name | Average Speeds | | | B-M-W[1] | One-Time Fees | | | Monthly Service |
	Min	Typ	Max		Service Activation	Install/ Configure	Equipment Deposit	
				1 Bandwidth-Mailboxes-Webspace (see notes)				
DIALUP	26K	40K	53K	1-5-5	25.00	-	-	24.95
Accelerator	Typically 2-5X faster			-	-	-	-	+5.00
WIRELESS | STANDARD 2.4 GHz								
24 Basic	125K	500K	750K	10-5-5	25.00	100.00	200.00	49.95[2,3]
24 Premium	250K	1M	1.5M	15-5-5	25.00	100.00	200.00	79.95[2,3]
24 Business	375K	1.5M	2M	20-10-10	25.00	100.00	200.00	129.95[2,3]

[2] Add $10 per month amplifier fee for locations beyond 5 miles from nearest tower
[3] Add $10 per month for locations in designated remote service areas

Plan Name	Min	Typ	Max	B-M-W	Service Activation	Install/ Configure	Equipment Deposit	Monthly Service
WIRELESS | SPECIAL CASES 900 MHz (where available)								
900 Basic	125K	375K	750K	5-5-5	25.00	100.00	200.00	59.95

Special "mission impossible" cases are those where obstacles such as trees or buildings between the wireless tower and the customer site normally make wireless service impossible. OACYS can now use new technology to provide service in some cases, sending signal around or through the obstacles. Individual circumstances will vary and this plan may not be available from all towers. Our free site survey will determine whether 900 service may be feasible when standard 24 service is not.

Plan Name	Min	Typ	Max	B-M-W	Service Activation	Install/ Configure	Equipment Deposit	Monthly Service
WIRELESS | MISSION CRITICAL 5.8 GHz (where available)								
58 Premium	250K	1M	1.5M	15-5-5	25.00	100.00	200.00	99.95
58 Business	375K	1.5M	2M	20-10-10	25.00	100.00	200.00	129.95
58 Professional	500K	2M	3M	25-25-25	25.00	100.00	200.00	159.95
58 Corporate	750K	3M	4M	30-30-30	25.00	100.00	200.00	199.95
58 Enterprise	1M	4M	5M	40-40-40	25.00	100.00	200.00	249.95

HI-CAP Please call to enquire about fractional frame and dedicated T1 circuits.

Notes. All plans include automated central email virus scanning, email spam filtering, and website parental controls. Some plan types permit webspace 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. Please check with our office for additional detail regarding any of our Internet service plans.

I Didn't Know That!

OCS provides "A-to-Z" computer technology services:

• Complete computer service and repair shop

• Broad variety of Internet access plans and packages

• Professional website design, development, and hosting

• Professional programming and custom application development

• eCommerce and business groupware solutions

• Computer and Internet technology consulting

• Secure branch office inter-networking

• Internet-based "VOIP" telephone services

• iSuite of online utility applications

To set Account Preferences or make Payments Online, click UserAdmin on our website