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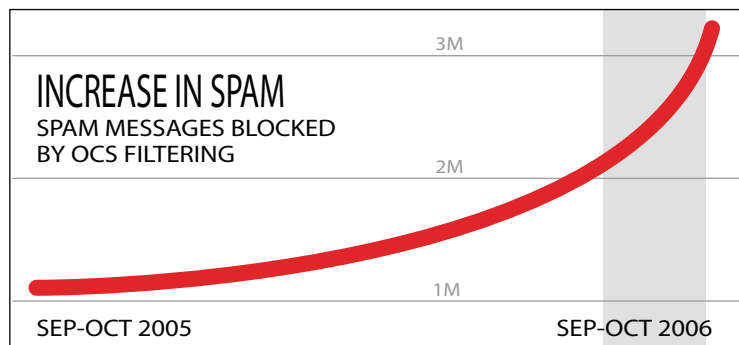
N E W S L E T T E R N O V E M B E R 2 0 0 6

## Spam!

Have you noticed an increase in the spam that's been getting through our filters lately? So have we. The global increase in spam has become a busy topic for the more than 100 members of CISPA, the California Internet Service Providers Association. Everyone has noticed, and all are working on improved solutions.

The problem is volume. Spammers are constantly changing their techniques in an effort to defeat the filtering procedures that are trying to block them, and that has lately resulted in a significant increase in the sheer volume of spam.

At OCS, from September 2005 through August 2006 the amount of spam blocked by our filters increased by about one million messages. That count has jumped by *another million* in just the last two months.



A small number of our subscribers have lamented they may have to change providers if this continues. The problem is, the grass won't be any greener elsewhere since the issue is widespread – here's what we're doing about it.

**1. Server Upgrade.** We're upgrading our filtering server to manage a flow of approximately 3X its current capacity. That won't diminish the volume of incoming spam, but it will increase the speed at which email can be scanned for viruses and spam before passing it on to mailboxes.

**2. RBL Lists.** We've added another of the "rules lists" that are used to determine what is spam and what isn't. We don't do this internally, the lists are typically subscribed to. However, much of what different lists do is

*Continued on Side Two*

## WIRELESS SERVICE AREAS

*Subscribers on our new Rocky Hill Exeter tower say service is GREAT!*

- |                   |               |                    |
|-------------------|---------------|--------------------|
| • Porterville     | • Strathmore  | • Yokohl Valley    |
| • Springville     | • Terra Bella | • Camp Nelson      |
| • Pleasant Valley | • Lindsay     | <i>In progress</i> |
| • River Island    | • Exeter      | • Success Valley   |
| • Globe Drive     | • Visalia     | • Richgrove        |

*Our new Rocky Hill Exeter tower also covers Badger Hill Estates!*

- **VIRUSES STOPPED BY OCS SYSTEM: 1,267,275** (Oct 2006: 2,240)
- **SPAM BLOCKED BY OCS SYSTEM: 48,941,217** (Oct 2006: 3,176,577)

## OACYS VoIP | Now Active

- Use the Internet to replace your traditional telephone service!
- True local numbers (unlike Vonage and others)
- Unlimited long distance
- Emergency 911 service
- Integrated faxing
- Alarm system support
- Use your normal phones
- Caller ID, Voice Mail, and many other features



Only OACYS can completely replace your traditional phone lines. We can provide your high-speed Internet service, your telephone and fax service, and we can even support alarm security systems – all with no phone lines!

Users of other services have called recently to report that support problems usually result in finger pointing between the VoIP provider and the broadband Internet provider. Only OCS provides both, which increases quality and performance significantly – and certainly eliminates any finger pointing!

See our website for a complete list of FAQs (Frequently Asked Questions) and a VoIP signup form ... or call or email with any further questions!

### 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...



OCS dialup and wireless 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](http://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 a month of free service! Our subscribers have earned \$45,384 so far! Click Referrals on our home page for details. Your friends may simply click *Subscribe* to sign up online, now from anywhere in the country!



OFFICE HOURS • MON-FRI 8AM-8PM • SAT 9AM-5PM • CLOSED SUN  
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## Spam!

from Side One

redundant, and each slows the process so there's a point of diminishing returns. Our latest addition seems to have improved filtering by perhaps 50 percent, but adding more lists would not result in any further improvement.

**3. Verification.** This is perhaps the most foolproof solution, but it introduces a new potential annoyance. Users must build their own "white lists" of approved email senders, and mail may be received only from preapproved senders. If mail arrives from an address that's not on your list, a challenge message is first sent back to the sender – if there's no reply within a limited period, the message expires and is discarded.

If a new sender does reply to verify their identity, the message goes through and the address is added automatically to your white list. This procedure will defeat most anonymous spammers, but any who might slip through can be added to your black list.

OCS may add a "challenge/response" system like this, but only as an additional option which our subscribers may choose if they wish. This concept is relatively new and spammers could eventually adapt new counter measures should it become more widespread, but we'll cross that bridge when we come to it.

If you're interested in this option, please send any comments to [feedback@ocsnet.net](mailto:feedback@ocsnet.net).



**NATIONWIDE OCS SERVICE for  
FRIENDS • FAMILY • BUSINESS**



## Wireless Everywhere Interference Under Your Own Roof

We sometimes receive support calls about periodic loss of wireless signal, or – since we introduced VoIP – reduced phone quality. At the same time, more and more household devices are using wireless technology and operate on or near the same frequencies we use for Internet and VoIP service.

The most common example is microwave ovens, which generate one to two *thousand* times the energy of a wireless Internet radio – it doesn't take much leakage to create substantial interference while heating up leftovers! In addition, garage door openers, some other remote controls, and even baby monitors share the same 2.4 GHz frequency range.

And wireless routers, and cordless phones. These are all obvious recipes for potential interference! The solutions are fairly easy, beginning with simply being aware of what various wireless devices you may be using, where they're located, and when you're using them.

Avoid trying to use a laptop in the kitchen, on a wireless network, while operating a microwave oven. VoIP over a cordless phone where there's also a wireless router could reduce voice quality, so try using a non-cordless phone or perhaps a non-wireless router. Whenever possible, see if a device's channel can be changed to reduce interference – call us if you need help or advice!

**VoIP Feedback :** Users of other services have called recently to report that support problems usually result in finger pointing between the VoIP provider and the broadband Internet provider. Only OCS provides both, which increases quality and performance significantly – and certainly eliminates any finger pointing!

## 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 Accelerator</b>	26K	40K	53K	1-5-5	25.00	-	-	24.95
	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>
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								
<b>900 Basic</b>	125K	375K	750K	5-5-5	25.00	100.00	100.00	59.95 <sup>4,5</sup>
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.								
4 Add \$10 per month amplifier fee for locations beyond 5 miles from nearest tower 5 Add \$10 per month for locations in designated remote service areas								
<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

**Notes.** 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. 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*