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INTERNET
TECHNOLOGY

OLSON
COMPUTER
SERVICES

NETWORKING THE
COMMUNITY
SINCE 1982

N E W S L E T T E R   O C T O B E R   2 0 1 0
VISIT OUR WEBSITE FOR CURRENT NEWSLETTERS, NEWSLETTER ARCHIVES, OR TO SIGN UP FOR NEWSLETTERS VIA EMAIL

Repair or Replace?

New computers have become so inexpensive that, when problems occur, it often makes better sense to just replace your "old" computer rather than spending money to repair it. Here are a few issues to consider.
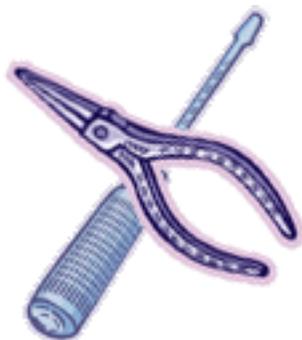
1. If it's still under warranty, the manufacturer may be able to help resolve problems. But if it's out of warranty and older than three years, only the simplest and cheapest of repairs should be considered.

2. If it's a desktop model, something like a failed power supply is an easy and relatively inexpensive fix, but think twice about anything more involved – the parts and labor may not be worth it. Laptops are usually much more expensive to repair, and normally have to be returned to the manufacturer.

3. What do you use your computer for? If you have lots of special software that might need to be transferred, reinstalled or replaced on a new model (often with a new operating system), that can be expensive and it might encourage you to try to stay with your old machine for a while longer. But if it's mainly used just for email and browsing, with perhaps some basic word processing, you can be up and running on a new machine very quickly.

4. Much of the shop work we do at OCS is virus cleanup. This can be time consuming and expensive, while in most cases it is avoidable in the first place by running anti-virus software and keeping it updated. An infected computer can cause many problems, but that alone is not sufficient reason to replace it – it's just annoying and easily more expensive than prevention in the first place!

5. New desktop computers can be purchased for around $500, with laptops under $1000. Before spending more than 20-30% of those prices to repair an older machine, consider just replacing it!

FCC Opens TV Channels for Super Wi-Fi

After nearly two years of debate and over a year since TV went fully digital, the FCC has unanimously approved new rules for the use of spectrum previously used by over-the-air VHF and UHF broadcast television channels.

The vacated frequencies are considered prime spectrum for wireless broadband, because signal in these lower wavelengths can travel long distances and penetrate through trees and walls. Technical issues that will allow device manufacturers and service providers to use the spectrum still need to be finalized, but new equipment could be available as soon as spring 2011.

This is the first significant release of new spectrum for high-speed wireless Internet in over a decade, since the introduction of unlicensed 2.4 literally spawned an entire new industry and made reliable broadband possible in underserved rural areas. OCS looks forward to once again pioneering new technology in our regional service areas!

Just so you know...

For years we've resisted automating our phones with one of those impersonal *"press a number"* systems … however, we think it may be time to give it a try.

After internal review and discussion, we think this will help reduce the initial hold time for customers while waiting for their call to be transferred to the right person or department, and thereby improve our overall efficiency.

Don't worry, this won't be "outsourced" and it won't change our legendary personal service in any way. We can make the necessary programming changes to our own internal phone management system, and tweak it quickly as required to get it right. We're thinking about just a few simple options, like "Press 1 for Customer Service," "2 for Computer Repair," and "3 for Accounting."

Customers will probably start noticing this change sometime in the next several weeks, give or take. We expect it to go smoothly, and we'll look forward to your comments and feedback!

Stuck in a contract?
Bring in your binding paperwork and we may be able to waive up to $100 from your OCS startup costs to help offset early termination penalties with another provider.

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

Keep Your Contact Info Current

OCS never bothers our customers with miscellaneous sales or "special offer" calls, but occasionally we may need to contact a customer for various reasons. We may have billing or accounting questions, or we may have noticed some activity over their Internet connection that needs attention, such as unusually low signal strength or perhaps suspiciously high bandwidth usage.

Sometimes, customers have changed their phone numbers or email addresses without notifying us, which can make it hard to contact them (or at least cause delays). If you make such a change, please call or drop us a note so that we can update our records … thank you!

Tired of Satellite? You're not alone. In some remote areas where OCS cannot deliver service, satellite may be the only option … however it is typically much slower than their advertising would suggest, and daily bandwidth restrictions can be draconian. We can waive our normal equipment deposit for customers switching to OCS from another service – tell your friends and receive a referral credit for up to a month's free service.

Tired of Clearwire? Approximately 25% of all new OCS accounts in 2010 (so far) have been customers switching from Clearwire.

Fan Mail
"You have a first-class company. It seems in today's world that customer service is a thing of the past. This is not so with OCS, you are a one-in-a-million company." -EH

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	100.00	49.95[2,3]
24 Premium	250K	1M	1.5M	15-5-5	25.00	100.00	100.00	79.95[2,3]
24 Business	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	129.95[2,3]
WIRELESS | SPECIAL CASES 900 MHz (where available)								
900 Basic	125K	375K	750K	5-5-5	25.00	100.00	100.00	59.95[4,5]
WIRELESS | MISSION CRITICAL 5.8 GHz (where available)								
58 Premium	250K	1M	1.5M	15-5-5	25.00	100.00	100.00	99.95
58 Business	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	129.95
58 Professional	500K	2M	3M	25-25-25	25.00	100.00	100.00	159.95
58 Corporate	750K	3M	4M	30-30-30	25.00	100.00	100.00	199.95
58 Enterprise	1M	4M	5M	40-40-40	25.00	100.00	100.00	249.95

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. For footnotes 2,3,4,5 surcharges may apply. Please check with our office for additional details.

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