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## Applian RVC Progress Update

In our June 2012 newsletter we reviewed the Applian "Replay Video Capture" program for recording Netflix and other streaming video. RVC's scheduler feature can also be used to record during our nightly midnight-0600 "bandwidth free" period, when usage is



**applian**  
*Stream It. Record It. Keep It.*



not counted against monthly allocations.

As we wrote, we're still testing RVC for its specific suitability to the needs of our customers. In particular, although the program works

well for immediate or "live" recording, we've discovered some idiosyncrasies in the scheduled recording process which Applian is helping us to resolve.

Once we're confident that everything is working reliably, we'll create a special page on our website from which the program can be purchased and downloaded, and where we will also post a list of easy instructions and shortcuts.

In the meantime, we appreciate your patience. We believe RVC will eventually be a good solution for OCS customers who like Netflix but don't want to use too much bandwidth. Please stay tuned for further announcements!

## Sluggish Internet Performance?

*The problem could be nearer than you think*

[Condensed from our September 2011 newsletter.] Most homes now employ the convenience of wireless routers. It's very handy to sit down with a laptop pretty much anywhere you wish, and to share a common family printer.

Before wireless routers became so commonplace, they could be configured without much concern about interference, since there usually weren't too many others operating in the same neighborhood. But now, it's entirely conceivable that nearly every house on the block may also be using a wireless router, and that's causing a present and growing issue over nearby interference.

*Continued on Page Two*



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## Sluggish Internet Performance?

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The default setting for a new wireless router is usually Channel 6 (out of 11 channel options), so that's where most remain set.

A customer recently complained about intermittent sluggish performance, even at times when we could see that signal strength, latency, packet loss and other tell-tale indicators were all excellent.

After a closer on-site look with a scanner, we could see that the nearby neighborhood was not only saturated with other wireless routers, but also that most of them were competing for Channel 6 and several others had been reconfigured to use the same other channel as our customer.

During peak usage times of the day and night, all of these routers were essentially creating channel congestion and causing the sluggish performance ... changing the router to use a less-congested channel solved the problem.

We've found other cases where all channels in the 2.4 GHz band are simply filled up. Solutions can then include replacing the router with one that uses the 5 GHz bands, where another 20 channels are available (which are currently much more lightly used), or a "dual-band" model that supports both.

Or, consider going back to "hard-wired" Ethernet cabling, where wireless interference is a non-issue. This solution has the added advantages of faster speed, with no need for wireless security or encryption.

If you have questions or concerns about your wireless router, please don't hesitate to give us a call. You may also test whether wireless congestion or interference may be causing problems by temporarily connecting your computer to your router with an Ethernet cable.

## Do You Really Need a Tablet?

Simply put, tablets aren't really filling a true need – they're neither replacements for full-fledged computers nor smart phones. A tablet is a touch-screen media device that is actually most similar to a portable media player, but with a larger screen.

Many tablets have mobile service features, but they don't make phone calls via a traditional mobile provider. And while you can tackle productivity tasks on an iPad or an Android tablet, you won't get a desktop-grade operating system, like you'll find on a PC. Plus, there's no hardware keyboard – the main focus of tablets is media consumption.

Tablets have an advantage over both laptops and phones, offering a portable way to check email, browse the Web, video chat, watch movies, listen to music, and play games – but with a bigger screen with more real estate than your smart phone can provide.

Even so, you probably don't *need* one ... but if you *want* a tablet, please read the complete article "How to Buy the Best Tablet" at [www.pcmag.com/article2/0,2817,2382821,00.asp](http://www.pcmag.com/article2/0,2817,2382821,00.asp).

### Tired of satellite or Clearwire? You're not alone ...

many of our new OCS accounts are customers switching to OCS from satellite or Clearwire. Tell your friends and receive a referral credit for up to a month's free service.

### Fan Mail



"I considered Clear and two local WISPs as alternatives to satellite. I had spoken with several pleased customers of OCSNet and that tipped the scale. After some 4 years I'm still pleased and a happy camper." -DR

## 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>								
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!

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