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NEWSLETTER NOVEMBER 2012
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Windows 8 released



As previously announced, Microsoft officially released Windows 8 to great fanfare on October 26th. Several laptops, tablets and hybrids are already available with Win8 preinstalled.

As we've written in recent newsletters, Win8 is a fairly radical departure from previous versions. Whether it's for everyone remains to be seen, but it's likely that when the existing inventory of computers configured with Windows 7 finally sells out, Win8 will be the only choice available.

At OCS we've already installed Windows 8 on a network platform that's accessible to all of our support staff. So, as customers begin to walk in and call with Win8 questions relating to their Internet connection and email, we're ready to help.



*Thank You Veterans
and Happy Thanksgiving
from all of us at OCS*

Is the FBI after you?

Online extortion scams that impersonate the FBI

The OCS service and repair team has reported two recent cases of what's been termed "FBI Ransomware" on computers brought into our shop for analysis.

Basically, these scams are designed to frighten people into paying fines to avoid prosecution for supposedly downloading child pornography and copyrighted or pirated content.

A threatening, official-looking message claiming to be from the FBI is displayed, and the user is restricted from use of the computer unless he or she pays a fine or is able to remove the program.

Insecure and outdated installations of Java, Flash and Adobe Reader are common vehicles for exploiting PCs, and successful ransomware attacks take nothing more than

visiting an infected website from a vulnerable computer.

In the recent cases brought into OCS, both machines lost all data on their hard drives. One had a backup of important files, while the other did not. It also remains possible that passwords and other personal information was stolen after the computers were locked, which could have repercussions yet to come.

OCS OfficeScan (powered by Trend Micro) automatically detects and blocks ransomware, and it is always current on subscribed computers thanks to transparent overnight updates. Please call us to subscribe, or be sure to maintain current versions of Norton or McAfee or other competent antivirus software on your computers. Hackers never sleep, and catching a virus just isn't worth it!



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The Microsoft Surface

Microsoft has rarely dabbled in hardware. Even from the early DOS days, they chose to produce the operating system that would run on computers manufactured by other companies.

That has always been the big difference with Apple, where the Apple OS will run only on Apple computers and other devices, all manufactured and controlled by Apple.

Smart phones, and now the new Surface, are Microsoft's move to compete with the hugely popular iPhone and iPad. The Surface comes preinstalled with Windows RT, which looks and acts just like Windows 8.

But there are several significant differences. Primarily, like the iPad, the Surface is intended to be used as a *consumer* of Internet content, but not much of a *creator*.

Both are very good at surfing the web, managing email and social media, and playing back entertainment like music, movies, videos and games.

But the iPad does not include a native word processor, although apps are available for that (usually at a cost). The



Surface comes with a basic version of Office, including Word, Excel and PowerPoint – but it won't run Outlook.

If you're more of a power user, possibly using creative apps like Adobe Acrobat, PhotoShop or Illustrator – or maybe if you're connecting with your office network while working at home or on the road – both the Surface and the iPad will probably be too

limited for you. The Surface and iPad can only add new software from their respective Windows and Apple stores, and it's not likely that any of the more powerful app developers will create scaled-down versions for either the iPad or the Surface.

But if you're among that large segment of the population who use the Internet primarily for surfing the web, reading and

sending email, maybe checking in with Facebook, and doing some online shopping – the new Surface could be an option worth considering. It should be in stores soon, and has an MSRP of \$499 with an optional keyboard for \$119.

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

Fan Mail



"Thanks to all of you who worked so hard with me and the problems on my iPad. You were so patient and polite and helpful and I can never thank you enough. It's nice to know you are there to help. I really do appreciate it!" -JS

OACYS WIRELESS INTERNET SERVICE PLANS

Wireless Plan Types	Average Speeds			Monthly Usage ¹	Mailboxes	One-Time Fees		Monthly Service ³
	Min	Typ	Max			Installation	Equipment Deposit ²	
RESIDENTIAL								
Basic	125K	500K	750K	12GB	5	100.00	100.00	49.95
Premium	250K	1M	1.5M	20GB	5			79.95
BUSINESS								
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
MOUNTAINS								
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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