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

## Windows XP Service Pack 2

### *Much improved security, and a new IE popup blocker*

Microsoft's past security updates have been a variety of patches that tended to prevent just a few attacks at a time. More robust help has now arrived in the form of Windows XP Service Pack 2 (SP2), which substantially tightens your PC's security with a new Windows Firewall, an improved Automatic Updates feature, a popup Ad Blocker for Internet Explorer (IE), and added attachment protection for Outlook email users.

The SP2 firewall is improved over previous versions, and unlike in the past it is turned on by default. Same for the popup blocker, which is entirely new in SP2. Both allow for exceptions by rule or on a case-by-case basis.

Popup ads are no longer just annoying, they can easily (and often do) carry viruses, spyware, changes to your home page, and sometimes worse. And since these attacks are not borne via email, they evade central virus scanning. If you're not already using OCS OfficeScan or another product on your own computers, you're definitely vulnerable. SP2's popup ad blocker for IE will help. And like the new Windows Firewall, it is enabled by default.

Finally, the new Automatic Updates feature will make sure your computer is kept current as new hacker exploits are discovered and blocked. This does not have to be enabled, but for those who choose otherwise we reserve the right to say "we told you so."

Windows XP SP2 was released in August, and in-house tests at OCS so far have been refreshingly positive. Most of our internal machines are now running SP2, and many of our customers have installed the upgrade. The general rating from our shop team is a "thumbs up," we've encountered no serious reasons to avoid installing it. Quite the contrary, we've found that it tends to clean up miscellaneous glitches and definitely adds a significant security improvement.

One caution: the SP2 upgrade is fairly large, from under 100MB to more than 200MB depending on whether you've been keeping current with XP updates - online installation over a dialup connection is therefore not recommended. A CD may be ordered from Microsoft, or you may schedule an appointment to have it done for you in our shop. Please call us for more information!

## WIRELESS SERVICE AREAS

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

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

## Meet the Team

### Marie Burkey, Sales Manager



Marie Burkey joined OACYS in 1999 to add to our expanding Customer Support staff. She has local roots and family, a degree from CSUB in Psychology, and followed her two younger sisters Charlene and Darlene who were already members of the company family.

After four years in Customer Service Marie moved into our Sales Department, and effective October 2004 she has been promoted to the position of Sales Manager, replacing departing Bryan Cooley.

Marie's personal manner, her professional style, and her experience behind the support desk serve the company and our customers very well indeed.

*Watch our coming monthly newsletters for more "Meet the Team" spotlights!*

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### SUPPORT THEIR MISSION

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If you refer a friend, family, or business associate to OCS, tell them to mention your name and you'll receive up to a month of free service! Some restrictions apply, click *Referrals* on our home page for details. Your friends may simply click *Subscribe* to sign up online, now from anywhere in the country!



• VIRUSES STOPPED BY OCS SYSTEM: 962,466 (last 30 days 34,631)  
 • SPAM BLOCKED BY OCS SYSTEM: 19,687,290 (last 30 days 646,364)

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## Congress Targets Film and Music Swappers

Users of Internet "peer to peer" networks like Kazaa and Morpheus, already dodging lawsuits from the recording industry, could face up to three years in prison under a bill passed by the U.S. House of Representatives on September 28th.

The House voted to enlist the government to a greater degree in the entertainment industry's fight against those who copy its products over the Internet.

The Senate approved a similar bill in June, under which federal agents would educate the public about copyright rules and go after those who allow others to copy their film and music collections.

The Motion Picture Association of America applauded the bill's passage, as blockbuster films often appear online before they're even released in theaters. The recording industry has sued more than

3,000 individuals over the past year for copyright violations. Those who ignore warnings and are found to be sharing more than 1,000 copyrighted files could face potential jail time. *(Various news stories were used for this summary.)*



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- Voice Mail (with custom messaging) and Voice-to-Email
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- Support Roaming Users with Find/Follow and Remote Access
- Usage Logs with Accounting and Authorization Codes
- Station-to-Station Intercom and Speed Dial
- Caller ID, Hold, Transfer, and Forward
- Call Notify, Return, and Do Not Disturb
- Call Plans and Hunt Groups
- Call Park and Pick-Up
- *And much more!*

## 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	
<sup>1</sup> 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	200.00	49.95 <sup>2,3</sup>
<b>24 Premium</b>	250K	1M	1.5M	15-5-5	25.00	100.00	200.00	79.95 <sup>2,3</sup>
<b>24 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	200.00	129.95 <sup>2,3</sup>
<sup>2</sup> Add \$10 per month amplifier fee for locations beyond 5 miles from nearest tower <sup>3</sup> Add \$10 per month for locations in designated remote service areas.								
<b>WIRELESS   SPECIAL CASES 900 MHz (where available)</b>								
<b>900 Basic</b>	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.								
<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	200.00	99.95
<b>58 Business</b>	375K	1.5M	2M	20-10-10	25.00	100.00	200.00	129.95
<b>58 Professional</b>	500K	2M	3M	25-25-25	25.00	100.00	200.00	159.95
<b>58 Corporate</b>	750K	3M	4M	30-30-30	25.00	100.00	200.00	199.95
<b>58 Enterprise</b>	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. 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:

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