

PORTERVILLE.COM  
 PORTERVILLE ONLINE  
 PORTERVILLE WIRELESS

OCSNET.NET  
 OACYS.COM



OLSON  
 COMPUTER  
 SERVICES

NETWORKING THE  
 COMMUNITY  
 SINCE 1982

N E W S L E T T E R D E C E M B E R 2 0 0 5



## How did you know?

### OCS Proactive System Monitoring

A few companies are beginning to use catchy advertising skits to emphasize their advanced tracking technology. A UPS agent phones a delivery truck to help with directions, explaining that "the box says you're going the wrong way." A BMW driver receives a call to schedule an oil change and asks how they knew it was due? "Your car told us!"

With advertising budgets like UPS or BMW we could be on television too, but in the meantime we'll just use our newsletter to describe how OCS has been doing much the same thing for several years now.

Soon after we inaugurated local Internet service a decade ago, we realized we could not monitor our system manually, around the clock, to maintain a consistently high level of service. Nor could we simply wait for customers to call to report a problem, we needed a proactive system that would alert us in advance to anything that might require attention. *Continued on Page Two*

## WIRELESS SERVICE AREAS

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

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

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

- **VIRUSES STOPPED BY OCS SYSTEM: 1,192,865** (last 30 days 29,701)
- **SPAM BLOCKED BY OCS SYSTEM: 30,832,499** (last 30 days 1,038,095)

## Give the Gift of Knowledge!

Access to a world of information and knowledge has never been easier, and fast OCS Wireless Internet service makes a terrific family Christmas gift! It's simple, just contact our office and we can make up a custom gift certificate for the amount of service you wish to give, from a month to a year or even a complete new installation.

## Anniversaries

The starting and finishing months of the calendar each year always mark anniversaries at OCS!

- 5 Years Ago – Wireless Internet Service introduced, December 2000
- 10 Years Ago – Local Internet Service introduced, October 1995
- 24 Years Ago – OCS founded, February 1982

### 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!*

**AMERICA SUPPORTS YOU**

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 up to a month of free service! **Our subscribers have earned \$40,943 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  
 767 NORTH PORTER ROAD • PORTERVILLE CA 93257 • 559-781-4123

# How did you know?

Continued from Page One

So we began to develop automated routines to continuously test every component of our system, correct problems automatically when possible, log all results for review, and alert our technicians when anything required attention. Each time a new service was added we made it standard procedure to add an accompanying new monitoring test to the system.

During the days of dialup-only these tests were limited primarily to our network control centers and Internet supply circuits. Then, as we added wireless service we developed new routines to scan each tower every few minutes for signs of trouble, and every customer radio on a regular basis. If a proper response is not received a technician alert is sent automatically.

In the case of wireless accounts, test results provide much more than just a simple up-or-down status. We check several indicators such as signal strength and possible interference issues, and a special report is waiting for review each morning that lists any accounts that might require a closer look.

We can often resolve a problem from our end, or it can be managed over the phone. If we determine that a service call is required, technicians pass that information to our customer service team to

schedule an onsite appointment.

A call usually surprises our customers. Most of the time it wasn't obvious they were even having a problem, while sometimes we get a "how did you know?" response like in the ad skits.

We were recently visited by the executives of one of our major equipment manufacturers, a global company. They were impressed enough by the depth and quality of our monitoring system that they asked if we were selling it to other ISPs? At present we are not but that was nevertheless a terrific compliment to Ryan Walker, our chief wireless engineer and VP of Network Operations, who developed most of the system.

## Fan Mail



• "Thank you for honoring our Veterans with your home page. I think sometimes they are forgotten and we owe so much to them. Thank you for bringing it first and foremost

as we log on!" -JB, 11/05

• "This is the best service I have ever had. I've used cable and DSL locally and OCS wireless is the best ... I definitely want your new VoIP service as soon as it is available!" -SK, 10/05



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



**INTERNET VOIP**



## OACYS INTERNET SERVICE PLANS

### I Didn't Know That!

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)								
DIALUP	26K	40K	53K	1-5-5	25.00	-	-	24.95
Accelerator	Typically 2-5X faster			-	-	-	-	+5.00
<b>WIRELESS   STANDARD 2.4 GHz</b>								
24 Basic	125K	500K	750K	10-5-5	25.00	100.00	100.00	49.95 <sup>2,3</sup>
24 Premium	250K	1M	1.5M	15-5-5	25.00	100.00	100.00	79.95 <sup>2,3</sup>
24 Business	375K	1.5M	2M	20-10-10	25.00	100.00	100.00	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								
900 Basic	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.								
<sup>4</sup> Add \$10 per month amplifier fee for locations beyond 5 miles from nearest tower <sup>5</sup> Add \$10 per month for locations in designated remote service areas								
<b>WIRELESS   MISSION CRITICAL 5.8 GHz (where available)</b>								
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

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

**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.

*To set Account Preferences or make Payments Online, click **UserAdmin** on our website*