



**“Locally grown world-class service.”**

**January 2008 volume 2 issue 1**

## President's Letter

More so than any time in the past, I have a great sense of enthusiasm moving into our 2008 campaign at PEAK Internet. There are so many great things happening it would be impossible to summarize it in one letter. However, in this first note to you in 2008, I would like to mention several of the new initiatives at PEAK Internet that I believe will take us into a successful future by following our customer and employee centered approaches to doing business.

But before I get too far ahead of myself, let all of us from PEAK Internet extend our most sincere season's greetings to all of you. We all hope this holiday season was a joy and that all your wishes came true. I would also like to personally extend my wishes and blessings to those serving the country abroad in the armed forces.

Now since it is the beginning of the year, I thought I would announce some of the new changes we are looking to implement in the next year. I say changes, but in reality these are upgrades to our current infrastructure and services that we offer our customers. We are excited about these upgrades, as they will bring increased capabilities and network integrity to our current system. It is also important to note that these changes are a result of feedback from our customers. As you know, we are always looking to accomplish as many "green" initiatives as possible and to create the best available service for all of you.

The first upgrade is in the datacenter at PEAK Internet and was brought on due to increased server utilization and power consumption. Starting at the beginning of 2007 we began to implement a practice known as server virtualization amongst the server infrastructure at PEAK Internet. This technology allows us to virtually load several servers on one set of hardware, thereby increasing our efficiency and decreasing our power consumption. In 2008 we are looking to increase this practice and reduce our total hardware infrastructure by more than 20 percent, yet increasing our operational capacity substantially.

The next project for us at PEAK Internet is the renovation of our web presence and touch-up of our corporate brand. Our current web site has been

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## Prolong the Life of Your PC and Files

The New Year is upon us and it's time to make some resolutions that can prolong the life of your PC and your files. There are lots of things that you can do, daily, weekly, semi-annually and annually. Here is a brief list of the daily software stuff and some hardware tips.

### General Maintenance

*Many general maintenance tasks can be fully or partially automated. Automating will allow the PC to take care of itself once it's set up.*

1) Clean and compact the local mailboxes, throwing out junk mail, and keeping the rest of the mail files densely packed. Check the help file for your mail client for information on how to do this on your system.

2) Clean out the "Temporary Files" areas. Windows has some built-in tools like the Disk Cleanup utility. You also can automate the entire process for your convenience.

3) Back up all user files. You have many choices for this including an external hard drive, copying files to discs (way time consuming) or looking at any number of software tools that will do this for you (type "fast easy backups" in your browser and surf).

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## Take Our 2008 Survey & Win!

Just follow the link below and take the short customer survey and you'll be directed to where the online survey can be taken. Upon completion, include your name and telephone number and you will be automatically entered into our drawing for a new 1GB MP3 player!

<http://www.peak.org/survey2008>

If you would like a hard copy of the survey sent to you, please call 800.731.4871.



### Tech Support/Customer Service:

Voice: 541.754.7325 • Outside Corvallis/Albany: 1.800.731.4871

Technical Support Hours: Available all hours every day of the year • Support Email: [support@peakinternet.com](mailto:support@peakinternet.com)

### Corporate Office:

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**"President's Letter" continued...**

up for nearly two years without much content or aesthetic updates, we realize there are issues with the current site and accordingly we have made the commitment to have an initial phase of the a site redesign done by the end of March.

We have several great ideas to make it easier to use including more tools, better graphic design, and perhaps add some portal content for our customers. Overall, we would like to move away from the idea having a web site and instead create a web domain including a portal for customers, blogs, message boards, and FAQ's. These concepts are all future horizons for us, but in the short-term we would at least like to have a redesigned web site. In the meantime, you can help! As we go through this redesign phase we welcome any comments regarding the direction of our web site, please let me know personally.

Also getting an update will be the [www.PEAKpen.com](http://www.PEAKpen.com) website. If you recall, the PEAK Pen campaign at PEAK Internet started earlier this year and showcased several creative folks participating with the program and winning great prizes. Admittedly, we have not done a great job keeping the site up to date so you won't see the most recent photos, but I have confirmation from the marketing team at PEAK that they campaign will continue into the new year with a renewed site and regiment to update everything. So grab your PEAK Pen and Show, Share, Win!

The next upgrade we are looking forward to next year lies within the support center. If you remember last month, I addressed the change in leadership in the support center to Lana Mann and Paul Aziz. We have been very excited with the direction of the support center in the short time they have both been at the reigns and now we are looking to make the next upgrade in that part of our business. Within the support center we will be implementing a new training schedule for new hires and an ongoing training course of education for current employees. Also, we are installing new workstations in the support center to create a more professional atmosphere for our employees. We are confident these initiatives will improve our already great customer service.

This is just a sample of what we are looking to do this year, there is much more to come, so stay updated by reading the newsletter. As you know, customers are at the center of our mission to improve our services and continue into the future. That said, this year we are looking to you, our customers, for input into how we are doing and how we can improve. We have put together a short customer survey for our internal use and for

**"Prolong the Life of Your PC and Files" continued...**

4) Set your antivirus, anti-spyware, and firewall to check automatically for updates at least once a day. This is usually found in an "Options," "Settings," "Update" or "Schedule" menu item.

5) If you are a heavy user, defrag at least the C: drive or partition; and any other frequently accessed drives or partitions on a monthly basis. You can automate the process by using Defrag's command line options in a script, batch file, or scheduled task.

**To maintain your equipment, consider these basic steps:**

1) *Mechanical mouse:* If you have a non-optical mouse and the cursor is behaving badly, unscrew the ring on the bottom of the unit and remove the ball. Then scrape the accumulated stuff off the plastic rollers inside the ball's housing.

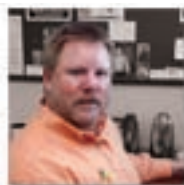
2) *Keyboard:* Turn the keyboard upside down and shake it to clear the crumbs from between the keys. You can also blast it (briefly) with compressed air. If your keys stick or your keyboard is really dirty, carefully pry the keys off for easier cleaning. You can buy special tools for this at computer shops. Just be sure to use a soft touch.

3) *Monitor:* Wipe the monitor case and clear its vents of obstructions, without pushing dust into the unit. Clean the screen with a standard glass cleaner and a lint-free cloth. If your monitor has a degauss button (look for a small magnet icon), push it to clear magnetic interference. Many LCDs can be cleaned with isopropyl alcohol; check with your LCD manufacturer. Wipe your LCD gently. The best way to extend your display's life is to shut the monitor off when it's not in use.

4) *CD and DVD media:* Gently wipe each disc with a moistened, soft cloth. Use a motion that starts at the center of the disc and then moves outward toward the edge. Never wipe a disc in a circular motion.

insights on where we can focus our energies to improve. We appreciate the feedback; it is what keeps us going!

Thanks again for your business!



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**"Your website is your GREATEST resource for you and your customers"**



**What if YOUR website...**

- Accomplished exactly what you wanted as your business's online presence?
- Served its purpose as a tool and a resource for your business?
- Was developed and maintained by someone you trusted?

**Let PEAK help put the Internet to work for you!**

Our Web Design services provide unlimited value to your company:

- Save valuable time updating your Web site with our easy-to-use Web interface tools.
- Enjoy on-site 24/7 technical support, a standard part of our service.
- Rely on a single point of contact backed by a full staff of qualified professionals.
- Get cost-effective solutions to provide you the best value.
- Receive flexible, custom-designed pages to fit what you need for your business.
- Get your own domain name for your Web site and your e-mail ([you@yourbusiness.com](mailto:you@yourbusiness.com)).

For more information, go to [www.peakinternet.com/webdesign](http://www.peakinternet.com/webdesign)

*"Is your Web site as good as you are? Let PEAK's expert do a free evaluation for you."*

- Micah Dougherty, Webmaster