



PEAK
Internet



“Locally grown world-class service.”

April 2008 volume 2 issue 4

President's Letter

Spring break signals the arrival of a new season and with it, comes several new updates from within PEAK Internet.

First up is spring cleaning! Don't worry, I'm not going to lecture you on the specifics of cleaning your house, but I am going to reiterate the importance of a clean and secure PC. This due to do the serious threats lurking on the net today ranging from identity theft to computer damaging malware (software designed to infiltrate or damage a computer system without the owner's informed consent). In fact, according to a study conducted by the Homeland Security Administration, 80% of computers today have some form of malware or spyware operating, unbeknownst to users.

If you don't currently have any virus protection software or feel like you need a better program, give our SecureIT security platform a try. I personally recommend it and PEAK Internet guarantees it. If damage is caused to your computer by viruses, SecureIT will compensate you for the troubles of reinstating your computer. I mention this because our customers frequently download a free program that is not sufficient or have an expired pay subscription leaving them vulnerable. Feel free to give us a call and we can determine what you have and how it compares to our guaranteed product. If you want to give SecureIT a try, the first month is on me!

On the network side, we employ several network firewalls to keep the majority of spam and viruses from your email. Currently almost 700,000 viruses and 632 million spam messages are eliminated each month by PEAK before reaching your email boxes each month.

Starting in April, a contingent of PEAK Internet employees will embark on the 2008 campaign for the Relay for Life. Join us in support this venerable cause and fight against cancer by supporting our charity car wash on April 19 from 9 A.M. to 3 P.M. in the Rite Aid parking lot in Corvallis. This is our second foray in the Relay for Life and we are looking to build on our effort from last year by setting a goal to double fundraising total. So

continued...

Tech Talk — How to keep your computer safe?

*The mid-Willamette Valley's source
for technology talk*



Dan Mills -
Tech Support Agent

Anti-Virus and Firewall software is one of the single most important applications on your system and there are many different considerations involved with purchasing the right suite.

On the April installment of Tech Talk, Dan and Paul discuss the different elements of choosing the right software to keep your computer safe and secure. Listen in as they review all the different anti-virus packages, what to stay away from, and how to keep them updated.

Then hear about all the changes anti-virus software has gone through over the past few years and all the new threats to your PC. The advent of spyware and other forms of malware make it necessary for a full system security package to be installed on your computer.

Don't Miss It!

The evolution of computer security is a necessary part of keeping your PC safe and secure. Download the April Tech Talk Podcast and learn why at: <http://www.peakinternet.com/techtalk>

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

Corporate Office:

Hours: Mon-Fri: 8am - 5pm • 1600 Western Blvd • Suite 180 • Corvallis, OR 97333 • Voice: 541.754.7325 • Fax: 541.766.8610

Billing Questions: billing@peakinternet.com • General Inquiry: comments@peakinternet.com

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36634 Oak Street • Lebanon, Oregon 97355 • Voice: 541.451.5611 • Fax: 541.451.5612 • General Inquiry: comments@peakinternet.com

TV on the Internet is Here and It's Good!

Hulu, a new online video service launched its Web site, Hulu.com(<http://www.hulu.com/>), on March 12, 2008. The general public in the U.S. can go to Hulu.com to watch a large selection of hit TV shows, movies, clips and other high-quality videos at anytime, for free. Hulu has agreements with more than 50 key content providers including the Warner Bros. Television Group, FOX, NBC, MGM, Sony Pictures Television, Lionsgate, NBA, and NHL.

You can watch full-length episodes of current primetime TV shows such as The Simpsons and The Office the morning after they air. Full-length episodes from more than 250 vintage TV series are available and include Dirt, The Incredible Hulk, Babylon 5, Studio 60 on the Sunset Strip, Miami Vice, Buffy the Vampire Slayer and The Dick Van Dyke Show. New content is added regularly and currently includes feature films like The Usual Suspects, Three Amigos!, The Big Lebowski and Ice Age. For the sports enthusiast, Hulu has nightly highlights, top plays and full-length games from the NBA and the NHL and much more. Of course, there is a catch, but not a big one: commercials. One viewer posted a review with this opinion on the ads — “The commercials are done right too. There are a few 30 second commercials every so often. Just like regular TV, only one, not 5 commercials at a time. Some advertisers are creating interactive and entertaining ads, others are just playing the same boring commercial over and over again.” Viewers report that Hulu has a clean interface and is user friendly.

Useful features of the service include:

- Share - Send an email to your friends.
- Embed - Put the show on your site.
- Details - Show name and air date.
- Feedback - You can report video issues.
- Full screen Playback
- Pop Out Window Playback
- Lower Lights - Darken the background for contrast.
- Rate - Rate the episode.
- Playlists - Keep track of what you watched. Complete with RSS feeds and privacy settings.

If you want to try video on your PC, Hulu looks like a great place to start. Of course, it looks and works better if you have a high speed broadband connection from PEAK Internet. We're the ones who will help you set up your network, get the content you want, deliver it reliably and be there for you when you have questions. Call PEAK at 541.754.7325 or go to peakinternet.com to take some more control of your life and let the entertainment begin!

“President’s Letter” continued...

join in and help PEAK Internet in the fight against cancer, let us serve you in more way than one — come and get your car washed!

I also wanted to take time this month for an update on the promise to improve our services to you based on the feedback from the annual customer survey. Thanks again to all that responded, unlike a corporate conglomerate, your feedback will help us serve you better and improve upon our shortcomings. I've mentioned a few times the improvements we have made in the support center by increasing agent training and adding workstations, but I haven't mentioned our plans for other new offerings in the near future.

For instance, we are currently testing software that will allow PEAK Internet support agents to remotely fix your computer issues, rather than having to guess what is on your screen. This stemmed from the desire to offer advanced customer service in the support center. Regarding computer back-ups - an issue I have spoken about a few times - we are currently exploring a few different technologies that will allow you to have an off-site storage site for your most treasured files, redundant from disaster. (I'm embarrassed to say that recently I almost lost several files from my own personal computer). Lastly, we are exploring a few different opportunities to offer television services to you and plan to have an offering by this fall. So hold tight, plenty is happening so far this year at PEAK.

Lastly for this month, I wanted to announce that one of our Support Center managers, Paul Aziz, will be taking over instruction of new user classes at PEAK Internet. Paul is uniquely qualified as a computer instructor due to his prior experiences as a computer technology instructor at Linn Benton Community College and as a computer repair specialist at PEAK Internet. I am sure he will do a great job and we are lucky to be able to offer his expertise to all of you.

Thanks again, that's all for this month. It is a pleasure to serve you all.



Rick

Rick Petersen
President/CEO

rick.petersen@peakinternet.com

PEAK Internet will be hosting a charity car wash on April 19th at 9A.M. - 3P.M. in the Corvallis Rite Aid Parking lot.

If you can't make it to the car wash but would like to make a donation, please send notice or visit us at either location. We appreciate your support!

