

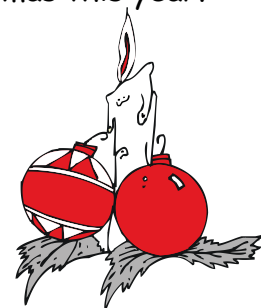
IN THIS ISSUE...

- ◆ Happy Holidays
- ◆ Breaking News
- ◆ Seasons Warning Tech Tip
- ◆ **IMPORTANT PLEASE READ !**
DSL IP Change
- ◆ The Importance of Battery Backups

Happy Holidays

It's that time of year again, when everyone decorates the house and eats too many treats! What are you doing for Christmas this year? What makes it a holiday for you?

All of us here at PyramidNet want to wish you Happy Holidays and New Year! Thank you for patronizing a local company and let us know if there is anything that you need. Call us @ 884-3202 or email us at support@pyramid.net. We are working hard to prepare to offer you faster speeds in the spring.



Breaking News

Please note that you are a Pyramid.Net customer and so this does not affect you. Many Internet providers are trying to cap their costs and at the same time to generate additional revenue. For instance: AT&T is now conducting a trial that will charge for excess bandwidth usage for THEIR customers (Comcast is already doing it in California & we understand that other Internet providers will be also). We have posted a link on our webpage to the Reno Gazette-Journal article about this.

This means that if you were an AT&T customer, you would be assigned a bandwidth cap and over the period of a month, you would be charged extra when you exceed that amount. These extra charges apply to both uploads and downloads that happen on your computer. Pyramid.Net will not ever make this distinction and we will never charge more for bandwidth usage.

The Internet is becoming a conduit for not only movies and games but also High Definition movies and program updates for your latest electronic equipment. Pyramid.Net supports these innovations and is designing our system to facilitate faster speeds.

Again note that Pyramid.Net will not charge you for the bandwidth that you use.



775-884-3202

Fax: 775.888.6022

Email: info@pyramid.net

116 East 7th St., Ste. 201
Carson City, NV 89701

We're on the Web!
www.pyramid.net

Seasons Warning Tech Tips

Tech Tip This season is especially a time when family's exchange newsletters and pictures. Keep in mind when you are sending out emails in bulk that more than 25 will be caught by most SPAM filters so send them in smaller bundles or better yet customize each of them in some way. Also remember what speed of service your recipient has so that you don't email them more pictures than they can download in a few minutes. You may want to try one of the many storage sites like photobucket.com that will store and display your photos. You can just point your recipients to this address and they can see many more photos than they could ever download. By the same token, if your email keeps downloading the same emails over and over or if you try to download something for a really long time, someone probably sent you a bunch of photos that are too big for the email. Our techs will be happy to assist you over the phone with your particular situation. Call our techs @ 888-6013 if we can assist you in any way.

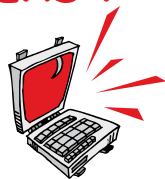


The Importance of Battery Backups

The weather is starting to turn unpredictable again. Computers are very temperamental when it comes to a steady flow of power, because of wind, snow, power is not the most stable in terms of voltage. Be it in the minerals in the ground, or lightning, we are stuck with fluctuating voltage. This can lead to problems over the long run if you leave things running all the time. A good investment is a surge protector. A better investment is a battery backup. Both of these will help in keeping voltage at a more steady input. The battery backup will last longer and provide more power especially to a network of computers. If there is lightning in the area, it is best to not only shut down computers, but to unplug them from the wall and this includes the phone line. Surges from lightning can and do travel through the phone lines and can damage computer parts. Those power strips you see advertised as able to take lightning strikes are not able to withstand a direct or near direct strike, so better safe than sorry. **Just turn things off and wait it out.**

IMPORTANT PLEASE READ ! DSL IP Change

We are still trying to change every computer's IP address and our Tech's are under the gun to get to all our customers before the end of the year. Please help us by emailing to support@pyramid.net and let us know the best time to contact you when you are in front of your computer. We only need about 5 or 10 minutes and we can even remote into your computer to make the change!



It is important for you to understand that the weather will often affect your connection even if your computer is fully protected. We keep the system operational 99.95% of the time. If your connection is interrupted for any reason, please restart all of the equipment associated with your connection - computer, modem, and router, if applicable. Occasionally the computer et al needs to remake the connections to each other and restarting them all makes that happen. Leave it off for a couple minutes and then restart everything. Unpredictable weather makes that action all the more necessary. If you still have a connection break, call us for more personal assistance.



A Moustrak Company

775-884-3202

Email: info@pyramid.net

116 East 7th St., Ste. 201
Carson City, NV 89701

We're on the Web!
www.pyramid.net