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

Merry Christmas

Its present time once again - happy shopping!! It's that time of year again, when everyone decorates the house and eats too many treats! How are you celebrating the season this year?

All of us here @ Pyramid.Net want to wish you Happy Holidays and the best of New Years! Thank you for doing business with a local company, you will find that we provide the services you need.



New Employee



NEW FIELD TECHNICIAN - KEVIN BROWARD
Kevin is a senior in high school and will be graduating this spring. He is working for Pyramid.Net part time in the afternoons setting up your DSL. He will also be answering your calls on Saturdays as well as teaching the FREE Internet classes. He has some formal education as well as a whole lot of personal experience, please make him feel welcome as part of the Pyramid.Net team.

Connection Services Update - Testimonial

We thought we could share an example of other customer comments with you. We always enjoy hearing your thought or your experiences.

I am emailing to let you know that I am so happy with your Internet service. The reason for this is really Todd; he is the reason Charter can never get me to switch over to them even though it would save me money. I not only appreciate that my tech support comes from the same person every time but also that he is so skilled and never stops at just solving connection problems. He has helped me a number of times with my computer and for that I am forever in debt to you guys. He is always pleasant to talk to, patient and sympathetic in moments of frustration;) Thank you so much for this great service!

Take care, CL

Just a reminder that Pyramid.Net's service provides you with static IPs and will never put any kind of cap on your service, unlike most services these days. If there is ever anything we can help you with, don't hesitate to call us @ 888-6013.



Tech Tip:

WINDOWS 7, THE NEXT WINDOWS OPERATING SYSTEM.

On the 22nd of October, Windows released their newest operating system called "7". It's an improvement and upgrade over Windows Vista and fixes many of the issues Vista had such as crashes, slowing down of the system and programs not always launching that some people have been experiencing.

Now, for those who are interested and have Vista, you can buy the "UPGRADE" version and it will install over your existing Vista and replace it with 7 while leaving your files intact. Customers who have recently purchased new computers may even have a free upgrade available from the store or manufacturer of the computer.

Those with XP or 2000 who are interested in upgrading will need to check with a local computer store. An upgrade may not be possible so it would require a complete wipe and reload of your hard drive which means all data would be lost. It's also advisable to check to see if the computer itself can handle the new version. Older computers may not have enough power to run 7.

Our tech support staff here at Pyramid has been using and studying Windows 7 for the last few months in preparation of it's public release so we can be ready to assist our clients.

Seasons Warning 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.

Moving?

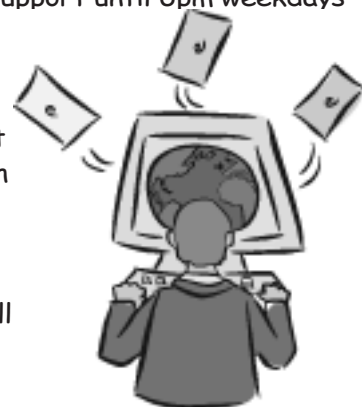
If you are planning to move and have DSL with us, you need to let us know at least two weeks ahead of time so that we can plan a smooth transition for you and minimize the time when your Internet will be down. DSL Line Sharing does not transfer automatically with your phone line. If you are unable to let us know about your move a couple weeks in advance; please expect to be offline for two to three weeks depending on your individual situation. If you can call ahead, there are ways that we can make the transition smooth and almost seamless. So please - call Todd @ 888-6013, and give us your new information.



About Our Organization

Pyramid.Net aims to provide you the best of the latest and greatest communication resources that are available. We offer free Internet classes once a month and unlimited phone support until 6pm weekdays to make this activity as convenient for you as possible.

Remember that Pyramid.Net has a referral policy in which we will extend you a \$5 credit on your next bill plus a month free for the new customer that you refer. Call us at 884-3202 and tell us how we can best serve you!



Reasons Why You Need the Internet

- **News** - Keep up with the breaking news
- **Shopping** - Price Comparison & Convenience
- **Education** - research school subjects for students
- **Communication** - Instant & Convenient



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