



Cal.net tower site looking into El Dorado County North of Mt. Aukum.

CEO's Corner

By: John Lane
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One thing that really surprises me is how national ISP's offer deals to new customers that they don't extend to their existing customers. It always seemed to me that the existing customers are the ones we should serve first, most, and best.

Cal.net has dramatically upgraded its networks throughout El Dorado County. As CEO, I am personally inviting our customers to try a [better speed package FREE for 30 days](#). I encourage you to contact our Customer Service Department and talk to our representative about what "speed bump" is available in your area and see what the higher speeds can do for you.

If you're happy with the higher speeds and want to permanently upgrade, we can do that for you. If after 30 days you decide isn't for you, then we can put you back on your current speed package at no cost or obligation to you.

Advanced Technical Support Now Available!

Cal.net expands tech support for all your in home needs.

Cal.net is an Internet Service Provider, and as such has always set the boundary for technical support at verifying our customers are receiving a stable Internet connection. We receive hundreds of calls each month from customers who are having trouble with routers, internal networking, and computer problems. Because router and computer problems are not Internet Service problems, we have never been able to offer troubleshooting or support for these problems. Many times, our Customer Service Representatives have had to regretfully explain to customers, *"We do not provide technical support for routers."*

Recognizing the needs that our customers have, Cal.net has now debuted our new "Paid Support" program. One of our most savvy technicians, Brad Hahn, now manages a new department that exists 100% to help...

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Five Tips for Improving Your Wireless Network

Simple solutions to get the most from your home network

1. Position your wireless router, modem router, or access point in a central location.

When possible, place your wireless router in a central location in your home. If your wireless router is against an outside wall of your home, the signal will be weak on the other side of your home.

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Improving Network (Cont.)

2. Move the router off the floor and away from walls and metal objects (such as metal file cabinets)

Metal objects, walls, and floors will interfere with your router's wireless signals. The closer your router is to these obstructions, the more severe the interference, and the weaker your connection.

3. Reduce wireless interference

The most common wireless technology, 802.11g (wireless-G), operates at a frequency of 2.4 gigahertz (GHz). Many cordless phones, microwave ovens, baby monitors, garage door openers, and other wireless electronics also use this frequency. If you use these wireless devices in your home, your computer might not be able to "hear" your router over the noise coming from them. Considering removing these devices or upgrading your router.

5. Upgrade to a Wireless-N router.

If you're using wireless-B or wireless-G and you're unhappy with your network's speed and performance, consider replacing your router and network adapters with wireless-N equipment. If you're buying new equipment, definitely choose wireless-N. Wireless-G internal networks are usually in the 13–23 Mbps range. The average everyday internal speed for wireless-N equipment is about 50 Mbps.

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Advanced Support (Cont.)

...you with your extensive technical needs. Whether you need a router configured or a virus removed, our specialist can take care of the problem.

Brad Hahn has been working with advanced systems and support for more than a decade. He services all the technical needs for major insurance agencies, business, and individuals. With Cal.net's guaranteed price cap, you can be assured you will get the highest level of service at an affordable rate. Is your PC running slow? Do you worry about viruses? Do you need an in home network set up? Whether you come here or we go to your home, we can help! Contact us today for a free estimate.

Cal.net

Hourly Rates:

Onsite diagnostics: \$95.00/1st hr
After first hour: \$75.00/hour

Router configuration: \$45.00/ea
(Pre-existing network)

Network Setup: \$75.00/hour

Virus Removal: \$75.00/hour
(Includes removal of harmful viruses, spyware, worms, trojans, rootkits, logic bombs, adware, and any other malware)

System Tune Up: \$75/hour

(Improves your PC with our quick system tune-up. We will also recommend memory or other upgrades, if needed, and you decide what you would like complete)

PC Transport: \$45.00/ea
(If we need to take your computer back to our office for repair, and bring it back for set up in your home)



Brad Hahn Computer Services:

Providing experienced PC repair and technical services for El Dorado County.

\$275.00 Price Cap

Excluding parts

We offer price caps for on-site computer repair service.

Never be overcharged again!

530-676-9911

Other Services:

These services are bid per job:

Software installation and configuration.

Hardware installation and configuration.

Operating system repair - OS repair from a dysfunctional or non-bootable state.

Operating system restore - Your pc will be restored to brand new "out of the box" condition.

Data Backup - Backup of important data and information.

Data recovery - Recovery of any lost data or data from a bad/dysfunctional hard drive.