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**Gorge Networks**  
**(541) 386-8300**  
**www.gorge.net**

# gorge.net

**"We Bring You the World"**



## Ultra High Speed Hits 12M in Many Areas

Once again Gorge Networks has made it possible for our customers to reach some of the highest internet surfing speeds in the Gorge. Whether you are a novice internet user, high tech gamer or currently using internet for TV and movies, it is likely becoming more demanding on your band-

width and speed. Rest assured we are always staying out in front to ensure our product offerings are meeting our customer's current and anticipated demands.

With major upgrades to our electronics in select areas, our residential customers can now enjoy

internet speeds up to 12M. If you haven't thought of using your internet connection for other utility purposes such as phone or videos/TV, perhaps it is time to call our sales team and see if there are ways to improve your budget and your entertainment experience in one swoop.

## New Invoice Format



You may have already noticed your email statements are now being delivered as an attachment in pdf form. Based on research, security, cus-

tomers feedback and product development, Gorge Networks made the investment to transition to this to better serve our customers. If

you do not have a pdf viewer, our support staff can assist in directing you to several webbased download sites for a pdf viewer.

## Phishing Scams

There is always someone looking to capitalize deceitfully on honest and trusting folk. Something as innocent as email can turn into a prospecting field for scammers and con artists. There are many phishing scams that use email as the pathway to gain information or "marks" to conduct their cons. A phishing scam is a mass email sent out to many email boxes that is requesting you provide or update some kind of ac-

count information in order to avoid a pending event of shut off of service or something undesirable. These phishers are clever and disguise their emails to look like a legitimate email with use of logos or company names in email address. The private information that you would return is then used to open or access accounts that can cause harm and or damage to innocent people in order for these con artists to profit.

A simple rule of thumb for emails you question:

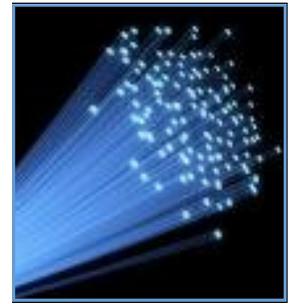
**NO VALID COMPANY WILL EVER ASK FOR SENSITIVE ACCOUNT INFORMATION VIA EMAIL NOR SUGGEST YOU USE EMAIL FOR COMMUNICATING SENSITIVE INFORMATION.**

Contact your Gorge Networks Support Team if you have any questions on phishing or for any other internet or email related questions.

## Business Class Data up to 45M and beyond

As we all know, the internet has rapidly become the primary vehicle for a business to conduct its activities for communication, voice, selling and conducting daily commerce, and the need for fast and reliable data connections has never been more important. We recognize this trend and forecast for the future that the bandwidth speed and reliability tolerance that sustains a business today will need to change in the upcoming future if not already.

Gorge Networks currently has more resources and service methods than any other provider in the Mid Columbia area to provide the highest capacity bandwidth speeds. Through a blend of dedicated and partnered connections, equipment and support, we can deliver any bandwidth speed and level of redundancy and reliability for the strictest of customers. Call your sales team at Gorge Net for more details.



*"Gorge Networks currently has more resources and service methods than any other provider..."*

## Network Redundancy

Gorge Networks has recently gone to great lengths to procure multiple, redundant paths, both within and out of the Gorge, for transport of voice and data services. Through advanced switching and routing techniques, we now have the ability to automatically detect a circuit failure and change the flow of traffic to backup connections through other providers. This "fault tolerance" allows us to survive catastrophic network outages that completely cripple

our competitors. This redundancy was recently put to the test when a recent fiber cut near Cascade Locks took down voice and data services for most Gorge providers for nearly 8 hours (and half of the business day). Gorgenet and our customers were unaffected. Just imagine how having no internet or phone for all or part of a day would affect your company's productivity or your child's ability to do their school work. With Gorgenet as your internet and voice provider, you don't have to.



### The Homepage

for

The Gorge

**[www.gorge.net](http://www.gorge.net)**

- **Gorge Net Classifieds**
- **Local Events**
- **Web Cam**
- **Real Estate**
- **Dining**

Most viewed site  
in the Mid Columbia !



## NEW Wireless Equipment

One of the most popular of our internet services is Gorge Networks wireless broadband internet. This doesn't require a phone line and can be used almost anywhere there is a line of sight to one of our towers. To continually upgrade this popular service, Gorge Net has been

retrofitting antenna locations with equipment capable of sustaining higher speeds as well as provide a great platform for VoIP services. Our retrofitting of towers began in the Dalles and is now complete at several towers serving Hood River, the Dalles, White Salmon, Bingen, Mosier

and Goldendale. If you are a current Gorge Net wireless customer or are interested and want to learn more about what these changes mean, don't hesitate to call our specialists on our sales team at 541 386-8300 ext 301.

### Gorge Networks Up During Mid Columbia Outage

**From the Dalles Chamber of Commerce  
03/02/2010**

### Gorge Networks Offers Continuous Coverage

Gorgenet voice customers were still able to place long distance calls and surf the internet throughout last week's outage - without interruption. Learn why area businesses depend on gorge.net for mission critical voice and data. Call 541.386.8300.

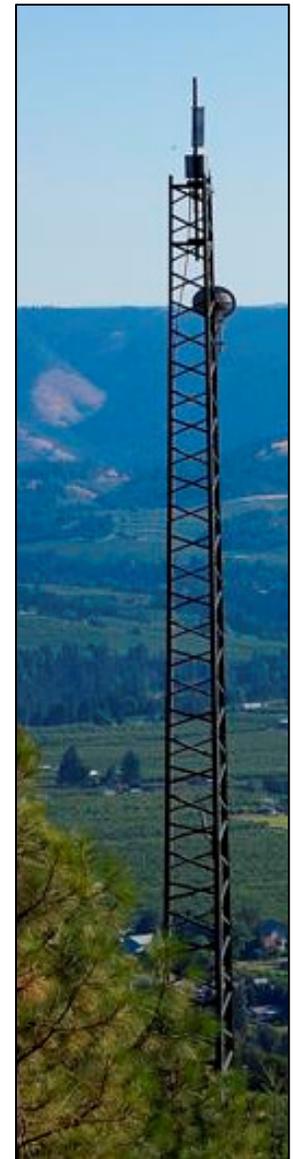


## Phone and Voice Service

Gorge Networks, combined with its sister company, Axxis Communication Inc., is able to provide a variety of voice services throughout the MidColumbia Gorge. Axxis as a CLEC (Competitive Local Exchange Carrier) interconnects with other carriers to exchange traditional voice traffic. Axxis operates its own Class 4/5 phone switch that is integrated into the Public Switched

Telephone Network (PSTN). This allows us to communicate directly with other carriers via traditional voice communication techniques as well as fulfill our obligation to provide reliable e911 services. What makes Gorge networks unique is that, in addition to offering traditional voice services, we have an IP based voice switch running in parallel. This allows us to

use the advanced features of new technology to provide VOIP while the core functions are also available through traditional technology. The availability of both the traditional platform and the newer, IP based platform, makes Gorge Networks a single source provider for all communications from handset to phone line to high-speed internet.



*"Gorge Net has been retrofitting antenna locations with equipment capable of sustaining higher speeds"*

**gorge.net**



**"We Bring You the World"**



"Over the last 4 or 5 years I have had various ads on gorge.net. I have gotten very good responses and have actually had transactions that I can attribute to these ads. During that time I have had a banner ad running consistently. I can tell through my website statistics that this banner ad has been effective. Keep up the good work, Gorge net."

".....it is heartening to see that Gorge Net still values good customer service. It has been a pleasure working with all of your staff."

"Thanks for providing me with an opportunity to thank Gorge Net for the excellent service that you have provided with the VOIP service for our office. Set up was quick and easy and the phones have worked great, the voice quality especially has impressed me. Thanks again for the great service after the sale."

"We are delighted with the ease and functionality of our new phone system and would have no hesitation in recommending this system to anyone seeking VoIP technology."

## Tech Support Tip of the Quarter

Flat screen monitors, also known as LCD monitors, are a little different than their CRT cousins when it comes to cleaning. Your standard CRT monitor has a glass screen and be cleaned in pretty much the same way as you would any other glass in your home or office.

Flat screen monitors, however, require a bit of special care when cleaning. Their displays are much more sensitive and are easily scratched and damaged. The same applies to your LCD television.

Follow the easy steps below to safely clean your flat screen monitor in just a few minutes.

**Difficulty:** Easy

**Time Required:** Cleaning

a flat screen (LCD) monitor usually takes less than 5 minutes

### Here's How:

Turn off the monitor. If the screen is dark, it will be easier to see the areas that are dirty or oily.

Use a dry, soft cloth and **very gently** wipe the screen. A great choice would be the microfiber type of cloth used to clean eyeglasses. See Tip #1 below for kinds of cloths to avoid.

If the dry cloth did not completely remove the dirt or oil, **do not press harder** in an attempt to scrub it off. Pushing directly on the LCD screen can often cause pixels to burn out.

If necessary, dampen the

cloth with distilled water or with an equal ratio of distilled water to white vinegar. See Tip #2 below for products to avoid.

Many companies also sell small spray bottles of special cleaner for flat screen monitors but the vinegar mixture is usually just as effective.

The plastic edge that surrounds the screen can be cleaned with any multi-purpose cleaner but take care to avoid contact with the screen itself.

### Tips:

Avoid using paper towels, toilet paper, tissue paper, or something like your shirt to wipe the LCD screen. These non-ultrasoft materials can easily scratch the screen.

Avoid cleaning products that contain ammonia, ethyl alcohol, acetone, toluene, ethyl acid, or methyl chloride. These chemicals can react with the materials that the LCD screen is made of which could yellow the screen or cause other kinds of damage.

Never spray liquid directly on the LCD screen or it could run inside the monitor and cause damage.

