



“World-class connections from your local provider.”

August 2008 volume 2 issue 8

President’s Letter

Wow, what a great summer so far! Great weather and plenty of enjoyable summertime events have made this past month memorable. PEAK participated in the Linn County Fair, the Benton County Fair, the Willamette Country Music Festival and the da Vinci Days Festival. I hope you’ve been getting out and partaking in these community events. They are certainly one of the most distinctive attributes of where we live.

I am glad to announce that PEAK Internet has finalized the acquisition of ActionNet and reached an agreement to acquire the Internet access customers of NewportNet. Both of these companies are operationally similar to PEAK and are located in Newport. This is very exciting news for PEAK and we are looking forward to bringing so many new customers into our family. We have established a great platform to serve customers with quality services and excellent customer support. Our resulting success from these ideals at the center of our business model has allowed us to expand, spreading our footprint throughout Oregon. I want to formally welcome these new customers to our family and I look forward to a long-lasting relationship. These acquisitions are yet another mark of the progress PEAK has made throughout the years. I am proud of how far PEAK Internet has come over the 10 years (this last month was my 10-year anniversary at PEAK) that I have been with the company and I look forward to what the next 10 years has to offer.

One more big announcement this month, I am also glad to announce that starting towards the end of August, PEAK Internet will begin offering DirecTV to all of our customers. In our status as a reseller of DirecTV we will have the opportunity to offer all the current promotions and provide information for all the different subscription packages. Also as a benefit, PEAK will provide all the service and 24/7 support for your satellite television. Now it’s Internet and television service from the provider you can trust!

I am excited to be able to provide this additional popular home service to our customers. This adds one more great way to keep our customers happy and to offer bundled packages for added savings. You can call in
continued...

Tech Talk —

The Mid-Willamette Valley’s source for technology talk

Gadgets, Gizmos and Mobile Connectivity

**Kyle Hanley —
Tech Support Agent**



Today’s on-the-go culture has created a market for a vast array of different mobile devices that allow us to stay connected anywhere we go. From email, social networking, video and beyond — there are literally thousands of different applications that keep us busy on the go.

Don’t feel overwhelmed, get informed — this month’s Tech Talk gets you the information you need about today’s mobile world.

Get your explanation of gadgets, gizmos, and mobile connectivity! Join Dan, Kyle, and Tech Talk host Jim Willhight as they discuss everything mobile:

- PDA’s: Palm, Windows Mobile, iPod Touch.
- Smart Phones: iPhone, Google Android, Blackberry.
- GPS: Handhelds, Cell phone?
- Wireless: Cell phone and WiFi Hotspots.

Tune-in or download this month’s show to get the latest in technology explained to you. You can download this podcast directly by going to <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 SW Western Blvd • Suite 180 • Corvallis, OR 97333 • Voice: 541.754.7325 • Fax: 541.738.4950

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

Lebanon Office:

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

"President's Letter" continued...

today and inquire about being put on a priority sign-up list or just to get more information. We are expecting to be able to install by the end of August, we'll have more information as it comes along.

Have you noticed? The new PEAK website is online and available for your use (there's a link at the top of the current website that will take you there). We'll be making the full transition as soon as some final technical changes are made. In the meantime, please don't hesitate to take a look at the new site and take the survey on it. In addition to the new website, I will be regularly posting on the PEAK Chat blog (blog.peakinternet.com). I would like to invite you all to peruse both these sites and take advantage of the updates we are planning.

As you can see, we have been busy at PEAK this last month, and as always, we are constantly searching for the best ways to serve our customers. Just recently we started offering our Advanced Technical Support service to customers and I have already seen several examples of excellent value.

In one notable instance of the Advanced Technical Support, a customer called in having issues with their Internet connection. Upon further discovery, our technical support agent discovered that it was the router connected to the modem. When the solution was fixed our agent then was able to remotely assist the customer in setting a wireless hotspot and also remedy some Outlook email issues. All of this and much more is capable with our new remote Advanced Technical Support service. If you have a complex or out of the ordinary issue, call our technical support gurus and take advantage of the technology available today.

If there is any way you feel we could serve you better, please send me a message I'd be happy to talk about it.

Thanks,



Rick

Rick Petersen
President/CEO
rick.petersen@peakinternet.com



The Best in Internet Meets the Best in Television...

Coming in late-August...PEAK brings you DirecTV



Now get the best in Internet AND the best in TV from the provider you trust. PEAK Internet now offers Satellite Television service through DirecTV.

Get exclusive programming deals and the 24/7 support from PEAK Internet:

- Access to 95 HD Channels
- No activation fee
- Local channels included
- The most sports and game in HD
- 100% digital-quality picture and sound



PEAK Advanced Technical Support



Why spend hundreds of dollars for on-site PC repair when you can fix your computer right now with PEAK Advanced Technical Support?

Our Technical Support agents will diagnose and solve all of your computer issues via remote support connection while you sit and watch.

Let PEAK Internet take care of your technology needs:

- Email problems
- Device Installations (Printers, Mp3 Players, Digital Cameras and more)
- Virus Removal and Security Audit
- Software Installations
- System Optimization

PEAK changed what you expected from your Internet provider a long time ago. Now PEAK is enhancing the way you are supported. Try it today, satisfaction is guaranteed or you pay nothing!