

PTCI Explains E-mail Conversion To Its Customers

Why did we move to Google Apps? Simply stated, the old email and anti-virus/anti-spam servers had reached capacity and the end of their life cycles, creating the need to make important decisions that could financially impact our customers. The massive investment in new servers and the requisite software licenses would have resulted in a rate increase to our customers. The alternative was to seek out an email service that allowed PTCI to offer an improved email program at the current monthly rate. As a result, PTCI's customers are now able to experience the benefits of Google Apps and its powerful collaboration tools. Google Apps Benefits include: 10GB of email storage space, with no need to worry about Inbox becoming FULL; Protection from lost email data; Access to Google Docs, making costly software such as Microsoft Word, Excel, and PowerPoint unnecessary; Easy connection to mobile devices, for "email on-the-go;" The ability to easily chat with family and friends; Peace of mind with secure access from any device; Individual control of spam settings by each customer, with the ability to control what goes to the PTCI Quarantine (Postini Spam Filter); Support line available 24 hours a day/7 days a week, PLUS All the advantages of using G-Mail, without the advertising that comes with "free" G-Mail. PTCI is here to help! Some customers are still having difficulty with this email conversion, and PTCI encourages those customers to call the support line at 866-307-6857. Additionally, PTCI is offering ongoing workshops to help with any conversion issues you may still have. WORKSHOPS: Tuesdays, 11:00 am – 1:00 pm at PTCI Guymon office, 2222 NW Hwy 64 Thursdays, 4:00 pm – 6:00 pm at PTCI Guymon office, 2222 NW Hwy 64 Coming soon to PTCI's Beaver, Boise City, Laverne, Perryton and Spearman offices. Customers who access their email through an email program such as Outlook, Windows Mail, Thunderbird, etc. may continue to do so with a few simple settings changes. Instructions are available at www.ptci.net/googleapps or by calling the support line at 866-307-6857. Customers who receive an email that begins with "IMPORTANT: Action Required!" are asked to call the support line at 866-307-6857. The support staff will help you get the settings correct on all the devices that you receive email on. In the near future, PTCI's old email server will be turned off. At that point, you will no longer be able to access your email through that server, making it extremely important for customers to get their settings updated as soon as possible. We want PTCI email customers to enjoy easy access to their email, and as always, we are available to assist you in any way we can.

PTCI Press release