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Moose Views

is a monthly newsletter prepared by Moose Logic to bring you information and tips on maintaining a trouble free network.

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Don't Get Ripped Off By A Rebate!

Think you're getting a great deal thanks to that unbelievable rebate? Think again...

The offers are irresistible but misleading; retailers advertise after-rebate prices on hardware and software to grab your attention and get you to buy. But are you really getting the bargain you expect?

They're Counting On You To Forget

According to the NPD Group, a global market research firm, almost one-third of all computer products and twenty percent of all consumer electronics are sold with a rebate. Manufacturers use rebates as an easy way to offer discounts without actually having to take the full financial hit; that's because thirty to fifty percent of the buyers never attempt to redeem them and therefore end up paying full price for the merchandise.

Multiple Hoops, More Hassle

But they're not just counting on you to forget. To further tip the scales in their favor of not having to make good on their promise, some manufacturers and retailers are imposing impossible restrictions, complicating the process to request a rebate, delaying payments, and creating other barriers that make it difficult to get your money. All of these are delaying tactics to get you to give up the good fight.



Will These New Rules and Regulations Protect You?

With consumer complaints to the FTC and Better Business Bureau piling up, regulators have tightened the rules around advertising rebates.

Last year, the FTC settled its first dispute with a Dallas-based CompUSA store for knowingly advertising rebates from computer peripherals manufacturer Qps Inc., even though they knew this manufacturer wasn't fulfilling on the rebates advertised.

After this settlement, CompUSA was not only required to advertise the time frame for securing the rebates advertised, but also had to take financial responsibility for any rebates not paid during the promised time frame.

Event though the government is on your side, getting stuck in the middle of a rebate war is very frustrating and a huge waste of time. If you are going to try and cash-in on a rebate, here are some tips that will help.

5 Ways To Get The Rebate Check You Were Promised

1. Follow the rebate instructions carefully. Many manufacturers will

Wit and Wisdom From A Pessimist

- ◆ Never argue with an idiot. They drag you down to their level then beat you with experience.
- ◆ On the keyboard of life, always keep one finger on the escape key.
- ◆ Life isn't like a box of chocolates, it's more like a jar of jalapenos.
- ◆ Tell me what you need, and I'll tell you how to get along without it.
- ◆ Ring bell for maid service. If no answer, do it yourself.
- ◆ I don't have an attitude problem, you have a perception problem.
- ◆ My reality check bounced.
- ◆ You can go anywhere and walk through many doors if you walk with confidence and carry a clipboard.



Voice Over IP: Should You Switch Your Home Phone?

There's been a lot of talk lately about people switching their home phone service to Voice Over Internet Protocol, or VoIP service. If you aren't familiar with VoIP, it simply is a way to route calls over the Internet instead of traditional telephone lines.

For around \$30-\$40 per month, VoIP may seem comparable in price to your traditional phone service. However, VoIP providers usually include features such as call waiting, caller ID, and voice mail for free. Most will also include unlimited long-distance within the U.S. and Canada. If you frequently call friends, relatives, or clients long distance, this is a great deal. However, if you don't make a lot of long-distance calls, you probably won't see much in the way of savings. So, let's look at the costs...

To use VoIP, you must have a broadband Internet connection such as cable or DSL. If you don't already have a high speed connection in your home, that will be an added cost you must consider. You will also need a VoIP adapter to connect your phone to your broadband modem. Most carriers will provide the adapter for a small fee.

FCC rules on Local Number Portability mean that you should be able to keep your existing phone number. But don't be surprised if there is some interruption of service in the process.

Once you move from your traditional phone service to VoIP service, the telephone jacks around your home will no longer work. So, unless you're prepared to have some cabling work done, in order to have phones in different rooms you will need an expandable cordless phone system where the base unit is

plugged into the VoIP adapter and all other cordless handsets receive a signal from the base unit.



Further, to receive calls and surf the Internet simultaneously, you'll need a router. If you have a home network, you probably already have what you need. Otherwise, budget \$50 for one. You'll probably have to open up some specific ports on the router that the VoIP service needs. And keep in mind that what you're doing on the Internet can affect your voice quality. Depending on the speed and reliability of your Internet connection, launching a big file download with your computer could cause stuttering and drop-outs in your voice conversation, or even result in dropped calls.

Finally, keep in mind that your phone is now dependent on the Internet. Make sure your VoIP provider supports 911 dialing, and find out whether your local emergency response center supports "E911" service. With E911, your phone number and registered address is automatically sent to the emergency operator. However, if your area only supports basic 911 service, you need to be aware that the operators will not automatically know your phone number or address, and you will have to be prepared to give it to them. And if your Internet service goes down, or you have a power outage, your phone is out of order as well. Make sure you have a cell phone as a back up for emergencies.

Have questions about VoIP? Call our office at 206-774-0619 or e-mail me at info@mooselogic.com.

Have Your Picture Taken with Rita!



Who's Rita? She's the 2002 Corvette run by Team Moose Racing (<http://www.teammoose.com>). And she's guaranteed to be the fastest little lady at the Seattle ITEC show on June 21—22 at the Washington State Convention Center. Come see her in the Moose Logic booth and have your picture taken with her! For more info, call us or see <http://www.goitec.com>.



Does Your Company Have a Security Policy?

In this day and age, everyone is concerned about Internet security...as well they should be. But security isn't just limited to making sure that hackers and bad stuff like viruses don't come into your organization via the Internet. It also involves physical security, employee behavior, and your internal policies and procedures. And it needs to start with a **written** Security Policy.

Your written Security Policy should at least contain the following:

1. A statement of who is responsible for security-related information, and the investigation of security events.
2. An E-mail Policy that states very clearly how the company's e-mail system should and should not be used, and states that all e-mail created or distributed through your e-mail system is the property of the organization, it is subject to audit and monitoring, and that no guarantee of confidentiality should be assumed for anything sent or received through the company's system.
3. An Internet Usage Policy

that states very clearly the kinds of behavior that are not acceptable, and states that your company reserves the right to monitor any and all Internet activity by employees on company-owned systems.

4. A Software Policy that deals with things like installation of unlicensed software, installation of unauthorized software, and software downloaded from the Internet.
5. A very clear and documented procedure for account creation, modification, and deletion as employees come and go and/or change responsibilities.
6. A Password Policy addressing standards for password length and complexity, how often they must be changed, whether they can be re-used, etc.
7. A section describing the physical controls that govern access to your building(s) in general, and to your network servers in particular.
8. A clearly defined incident response plan that describes what an

employee should do if he or she believes a security breach has occurred, and how the organization will respond to it.

This policy should be distributed to all employees, and all employees should be required to sign a statement to the effect that they have read the policy and understand it.

If you're not sure how your organization stacks up in terms of security, give us a call. Using the Microsoft Security Assessment Tool, we can show you what your organization's greatest risk areas are, and how you rate compared to other businesses similar to your own in both your degree of risk and the measures you have taken to protect against it. Finally, you'll get Microsoft's best-practice recommendations for actions you can take to improve your security. Best of all, we'll do this assessment at **no cost to you!** Call us today at **(206) 774-0619**, or email us at **info@mooselogic.com** to arrange for your Security Assessment.

P.S.: If you don't have a Security Policy and need help crafting one, we can help you with that, too!

Guess who has the #1 SSL/VPN on the market? Did you guess Citrix? According to Infonetics, Citrix captured the #1 position for unit market share in 2005/Q4—just one year after launching the Citrix Access Gateway! See <http://www.citrix.com/English/NE/news/news.asp?newsID=24887>.



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WatchGuard

RSA
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Software

MARATHON

ULTRABAC
SOFTWARE

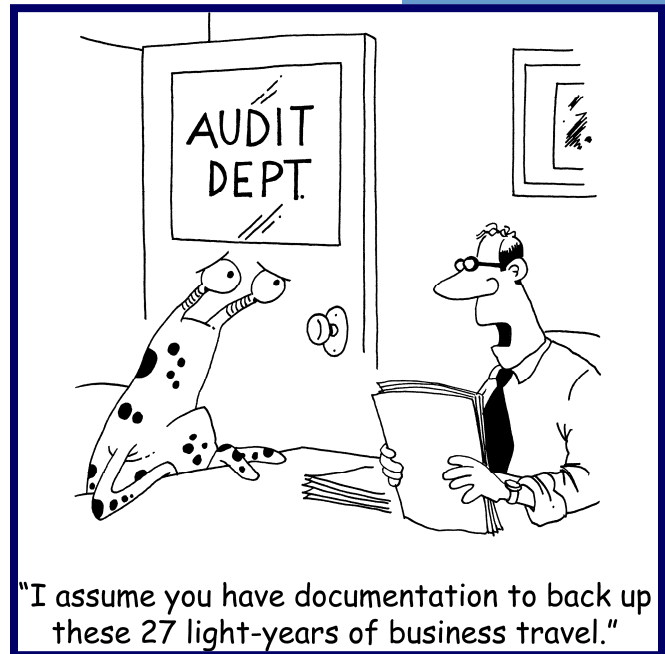
Microsoft
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Don't Get Ripped Off By A Rebate Continued from page 1...

reject a rebate over a tiny technicality. That means reading the small print and following the instructions to the letter.

2. Make a copy of all the paperwork, receipts, and documents before mailing them off. Some manufactures may request the original receipt; if you mail in your only copy, you could be out of luck if it gets "lost" in the mail. Which brings me to tip #3...
3. Mail your rebate via certified mail to have proof of delivery.
4. Schedule a reminder to yourself to call the company if your rebate doesn't show up within the time frame promised. Most companies will have a website or toll-free number to call to track your rebate.
5. If the manufacturer rejects your rebate or is holding your check, let them know you plan on contacting the FTC or the Better Business Bureau. Ask the people you speak to for their names and ask to speak to their supervisor.

As a final word of advice, only purchase things you can afford without the rebate. Many rebates take months to process.



We'd Love To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want us to research? Have a funny story or a resource you want to share with the other subscribers? Send it to us! We are always looking for new and useful content to add to Moose Views.

Call us at: 206-774-0619

Or send email to: feedback@mooselogic.com