

ELECTRONIC NEWSLETTER

First Network Group is now sending our FNGi Focus Newsletter electronically. If you would like to join our mailing list to receive this e-version, visit our website at www.network1.net and visit our newsletter page where you can select the "Sign-up to receive our quarterly newsletter" link.

You can also review our privacy policy regarding how we handle your data, as well as archived newsletters.

Thank you!

“FNGi provides solutions and support to over 100,000 users.”

800.578.6381
www.network1.net

Located in historic downtown Wapakoneta, Ohio, FNGi has been instrumental in developing and supporting Internet Networks across the U.S. since 1993. The FNGi team can assist you with all phases of your Internet Network from initial planning through long-term support.

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FNGi FOCUS

YOUR CONNECTION TO THE LATEST NETWORK NEWS.

OCTOBER-DECEMBER 2011

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CALL CENTER SERVICES

“Thank you for calling, we are currently closed.”

With customers enjoying a full digital lifestyle from Cable or IPTV to cellular data and more the world is quickly becoming connected 24 hours a day. Since it isn't always known when interruptions or issues will strike, your staffing needs and business hours are limited to be the most effective for the most customers.

But what about those outliers; those customers who hear the dreaded, "Thank you for calling, we are currently closed."? They may need to know when their bill due date is, make a payment or they are having an issue with their television or phone service.

They may work 3rd shift, studying late into the night, receiving an alarm at their business or simply trying to catch up with all the last little minute tasks that get put off during a busy day; but when they call no one is there to answer but a polite answering machine. Your customers deserve better and together with First Network Group's Call Center services they can receive a live response to their needs 24 hours a day 365 days a year.

Our Call Center services provide customer solutions for a myriad of situations and issues. We can provide your customers with answers to their most frequently asked questions regarding office hours, billing, etc. We can also do tier 1 trouble-shooting on various devices, such as cell phones and CATV or IPTV set-top boxes.

Together we will help you formulate an after-hours action plan and Call Flow that makes the most sense for your needs. We will target situations or customer needs and script efficient handling scenarios and answers to questions as well as providing your on-call repair service peace of mind by only contacting them when certain criteria is met.

While we could never replace your in-house customer service staff, that your customers have grown to love, we can help extend your business and brand to those who need it when you are unable to be there. Contact us today to find out more information about this incredibly useful service. Ask for me directly, Cory Lykins, V.P. – Technical Support: coryl@network1.net or call me at 1-800-578-6381, option 6.



Instrumental in developing and supporting internet networks across the U.S. since 1993.



RED CONDOR E-MAIL SECURITY

“First Network Group, with EdgeWave’s Red Condor product, provides e-mail security for ISPs and businesses...”

E-mail security is a necessity these days. However, preventing viruses, trojans, and spam from getting to the inboxes of your users can be difficult. Many solutions rely on your email server to do filtering. This can consume valuable resources on your server, and can eat up costly bandwidth on your internet connection. The filtering rules can also be very difficult to maintain and update, leading to malicious mail making it through your filter, or legitimate mail getting trapped by the filters.

First Network Group, with EdgeWave’s Red Condor product, provides e-mail security for ISPs and businesses without having to install anything on local servers. A hosted solution is available that prevents unwanted email from even entering your network. Or, if you prefer, appliances are available that can be hosted inside your data-center, but still separate from your mail servers. Both offer the same protection, which is backed by a team of EdgeWave engineers that continually update the systems to defend against new attacks. Many First Network Group customers are already using Red Condor, and it has proven to perform better than alternatives, while still maintaining an attractive price.

Contact Randy Carpenter at 1-800-578-6381, option 1 if you have any questions, or would like to order.

“If you are an ARIN Member, you can start voting on October 12th.”

RANDY CARPENTER FOR ARIN ADVISORY COUNCIL

“These policies affect how number resources are allocated to ISPs...”

This year, our very own Randy Carpenter is running for a position on the ARIN Advisory Council. The American Registry for Internet Numbers (ARIN) is responsible for the registration and servicing of IP address allocations and other number resources in the North American region. The ARIN Advisory Council, made up of elected volunteers, is responsible for drafting and recommending the policies that govern the organization. These policies affect how number resources are allocated to ISPs, which can have a direct impact on your business. Randy’s long term work with rural and independent telephone companies gives him a unique perspective regarding their addressing needs.

You can go to <http://goo.gl/4ZleB> to review Randy’s discussion on this position and how he can contribute. If you like, you can submit a statement of support, which will help convince others to vote. If you are an ARIN Member, you can vote starting on October 12th. All ISPs with direct allocations from ARIN are automatically members.

If you have any questions for Randy, he can be reached at 1-800-578-6381, option 1.

THE LATEST FROM DHCPATRIOT

DHCPatriot version 5 has been released and most installed systems have been upgraded. Like all updates, this major release update was installed at no charge to customers with systems covered by the DHCPatriot Maintenance Contract. The DHCPatriot system will continue to evolve to serve your needs. Part of that evolution means supporting IPv6. In response to the pending exhaustion of IPv4 addresses in the United States, we have accelerated our release schedule. Our current plan is to release version 5.1, with IPv6 support, just in time for the holidays.

While the inclusion of IPv6 yet this year may seem ambitious, it is in keeping with the First Network Group policy of meeting or exceeding our customer’s needs. DHCPatriot v5.1 will support IPv4 and IPv6, with a unified configuration interface for both Standard and Authenticated DHCP.

Meanwhile, minor version updates to DHCPatriot version 5 are being implemented to ensure the performance of DHCPatriot version 5 across the wide range of installed hardware. Your DHCPatriot Maintenance Contract provides a worry-free way to ensure that your DHCPatriot is ready for the latest technology when you are.

