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If you think someone else in your organization should be receiving this newsletter, visit our website at www.network1.net and view our newsletter page.

Select the "Sign-up to receive our quarterly newsletter" link and add them to our list. **Thank you!**



As a valued customer, you may receive a survey from First Network Group soliciting your ratings of our performance and suggestions for improvement.

Please consider participating in this process to assist us with the constant and neverending improvement of FNGi products and services.

Sincerely,

S.C. Walter, President/CEO

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.

JANUARY-MARCH 2013

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ARE YOU READY FOR SOME FOOTBALL?

Our Customer Care Center provides 24 hour access to a live person for a great many of your customer needs. If your service offering includes television service (either CATV or IPTV) then you are probably aware of how important consistent and functional television service is during the NFL season.

The NFL's fan base is estimated around 181 million people. Last year it produced 23 of the 25 highest-rated TV shows of the fall season and Week-One games alone this year had 105.9 million fans watching.

Our Customer Care Center data shows a 20% increase in television related calls during the NFL season as compared to any other time of the year. If television is part of your total package, then the NFL is the silver bullet to viewer satisfaction.

Are your customers able to reach a live person if they are having television issues during the big game?

Are your on-call repair technicians able to get a real sense of issues about reported problems or are they left to guess from vague customer voice mails?

If you do not have a live and informed call center that your customers can contact at these crucial periods you could be losing out on opportunities to not only resolve issues quickly but also to maintain overall customer satisfaction.

Our Customer Care Center can provide your customers around the clock access to a live person to entertain their questions and concerns. We can provide Tier 1 support and response for CATV, IPTV and 611, answer general questions, provide company info and billing information. We also provide after-hours problem resolution dispatching and paging as well as sensitive data collection and submission for law enforcement agencies. All of these services can be customized to best suit your service model and your customer base.

If you aren't already taking advantage of our 24x7 Customer Care center contact Cory Lykins, VP of Tech Services at 1-800-578-6381, opt. 6, or coryl@network1.net for more information.

VIRTUALIZATION IS THE KEY

Virtualization is the key to tackling the ever-growing need for a flexible and scalable server infrastructure. As server workloads get ever more demanding and mission critical, it is important to design a system for servers and storage that provides for the ability to quickly add, remove, or adjust resources to meet changing needs. This flexibility is difficult with traditional servers, as it takes significantly more time to specify, acquire, configure, and deploy them. With server virtualization, you gain the ability to consolidate many virtual servers onto a much smaller number of physical servers. You can also easily separate services onto separate servers avoiding the issues that come with trying to serve multiple tasks from a single server. In addition, by using shared storage, you gain an important feature that is not possible using standalone servers: quick failover and disaster recovery that is application independent. By utilizing NetApp storage, you can have the advantage of off-site mirroring and data snapshots, which further increase the resiliency of your server infrastructure. First Network Group, Inc. can help you every step of the way, from design, to installation, to configuration, and continuing with ongoing support and maintenance. Let us help you free yourself from the shackles of traditional servers, and open up to the new world that virtualization provides.

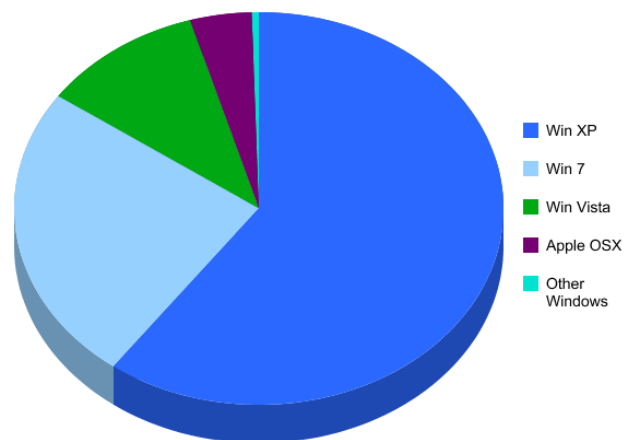
Contact Randy Carpenter at 1-800-578-6381, option 1 for more details, and to get a custom quote.

2012: A YEAR IN REVIEW

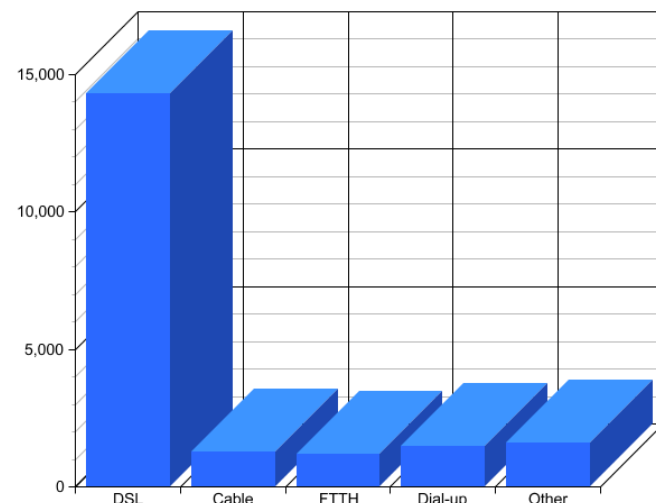
One of our guiding principles at First Network Group is to make sure we bake the concept of “management by metrics” into everything we do. Our departments track data points on a variety of subjects to objectively measure results and forecast future needs.

Some of the most interesting numbers come from our Technical Support & Call Center Services Department. Below is a snapshot of the past year including just a few of the metrics they track. These measurements can help give you a good idea of the technology being used, and issues that your customers are facing. These numbers are generated by customers calling in with issues or concerns so it won't paint a full picture, but we've found a fairly close 1 to 1 comparison.

OPERATING SYSTEMS BEING USED



MOST POPULAR CONNECTION TYPES



“FNGi has been a resource and a customer of TSC since their founding in 1994. Steve and his team have been instrumental in ushering our company and many more into the Internet age. FNGi has continued to evolve and provide the value added services that are critical to our future.”

Lonnie D. Pedersen, COO, TSC-Hanson Communications Inc.

“First Network Group, Inc. is an expert in every step of the process of providing high-speed connectivity.”

THE NEED FOR MORE BANDWIDTH

The internet is still growing very quickly. During the last decade, bandwidth demand has forced even the smallest ISPs to upgrade their upstream connectivity as well as expand the offerings to their customers. As high-bandwidth options such as fiber-to-the-premise becomes more common, so does the need to match those faster offerings with larger connections upstream. Providers that once had only a couple of T1 lines are now seeing the need for multiple high-speed connections of 1 Gb/s and beyond. First Network Group, Inc. is expert in every step of the process of providing high-speed connectivity. We can assist in designing your network, choosing the appropriate hardware, installing and configuring the equipment, as well as providing ongoing maintenance and monitoring. FNGi partners with Juniper Networks, who manufactures the network routers and switches required to provide you with a robust and scalable network for customer as well as upstream connections. Juniper's security appliances provide protection for your server infrastructure and internal network, while seamlessly integrating with your overall network infrastructure. We will work with you to come up with the custom solution that best fits your needs.

Contact Randy Carpenter at 1-800-578-6381, option 1 for more details, and to get a custom quote.

DHCPATRIOT RELEASE SCHEDULE

The release of DHCPatriot version 5.2.0 (currently in beta testing) is planned for Winter 2012 / 2013. Due to the changing needs of our customers, we have shifted the focus of the release slightly. This change in focus has also extended the release date. The biggest change is that some of the RADIUS enhancements have been deferred to version 5.3.0. Additionally, we are further expanding the settings available on a per network basis to include NTP servers [Auth DHCP Config - Shared Network].

Some originally planned enhancements which will appear in version 5.2.0 are: the per-network setting of RADIUS and DNS servers, the total replacement login page is also configurable on a per network basis. Some enhancements planned for version 5.2.0 have been deferred to 5.3.0. Specifically, the forwarding of RADIUS to an arbitrary address for use with specific equipment (such as a Sandvine packet shaper.) Support for RADIUS “alive” packets have also been moved to version 5.3.0.

Version 5.2.0 includes performance and stability enhancements in the backend, and there is a new kernel as well as a new version of the DHCP server. These changes combine to provide an even faster and more stable DHCPatriot experience.

