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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.

www.network1.net
800.578.6381



In this issue, we learn even more about the protection provided to you after the purchase of the DHCPatriot, just what our call centers can do in a pop quiz, and we announce our new partnership with Ruckus Wireless.



YOUR CONNECTION TO FIRST NETWORK GROUP NEWS

Jan – Mar 2016

In This Issue

- Welcome to 2016! pg 1
- DHCPatriot: Protect Your Investment pg 2
- Call Center Pop Quiz! pg 2
- Ruckus Wireless Partner pg 3
- IPv4 Subnetting Cheat Sheet pg 3



Welcome to 2016!

My greetings to all! With this January 2016 edition of FNGi FOCUS, we hope you all had a safe and happy holiday. I hope that you, like us at First Network Group, are looking forward to an exciting 2016. For our part, we look forward to the pending announcements of: new clients, new service products in the Tech Support/Customer Care Center, the 6th generation of the DHCPatriot, and new hardware (Ruckus Wi-Fi and FNGi Optics) product lines.

Part of our 20th Anniversary Celebration has been about recognizing two decades of constantly adapting our products and services to meet your needs and 2016 will continue that tradition with more offerings to meet your needs and your requests.

We hope you enjoy your winter in relative warmth and safety. Many of you are in areas that depend on snow for winter sports and tourism, some are in snow-prone lake effect snow belts, and some see little or no snow at all. Whatever your specific location, may you enjoy the best of the winter weather and escape the worst. As always, feel free to call us with any questions, requests, or ideas. We will be here to serve you regardless of the weather.

Sincerely,

Founder, President and CEO
First Network Group, Inc.





DHCPatriot: Protect Your Investment

The rock solid, stability and accessibility of the DHCPatriot is enhanced even further with it's annual maintenance contract. We want to take the stress out of a new system purchase. So we provide the DHCPatriot's comprehensive maintenance contract for free for the first year of ownership.

We know you'll be so pleased with your purchase and our service that continuing the maintenance contract after the first year will be a no-brainer. You may already be familiar with maintenance contracts on other vendor's equipment. Our commitment to our product and to you, includes more help and support than you will find in many of them.

The DHCPatriot maintenance contract provides full phone support for any part of the software or the system. We will give you as much or as little help as you like. We will even configure the machine for you, if you'd like.

Software updates are a breeze. You will always have access to the latest and greatest builds of the DHCPatriot software. We call you when the update is available and schedule a time to install it that fits your schedule.

The system's hardware, at any age, is fully protected with an active maintenance contract. Once a fault is found we will expedite shipping of a replacement device in the event of hardware failure. And since the DHCPatriot has back-up systems built-in, a primary hardware failure will never take it fully offline. We are proud of our 99.999% uptime and we think you'll be pleasantly surprised as well.

As rugged as the DHCPatriot is, all hardware ages and all needs to grow. Your maintenance contract affords you access to our industry-leading trade-in program. You can upgrade to the latest fastest DHCPatriot hardware at a significantly reduced price! We offer a massive credit on the trade-in of the old equipment.

And to keep everything running as smoothly as possible, your DHCPatriot's health is monitored 24 hours a day, 365 days a year. If any issues should arrive, they are dealt with and resolved immediately. We want your experience with the DHCPatriot to be the easiest of any of your IT solutions. This level of care is unheard of in offerings from other equipment manufacturers!

We've crafted the DHCPatriot and its maintenance contract to be as hassle free as possible. We've all dealt with vendor issues and limited warranties that always seem to fail the day after the coverage is over. We want you to experience a completely different approach with our product. You will never have to worry about the system as we will be making sure, day and night, that it is working for you just as hard on day one as day 3,000!

FNGi Pop Quiz!

First Network Group's Technical Support and Call Center Services provides 24x7 support and assistance with:

- A) CALEA Compliant and Law Enforcement (LEO) requests and dispatch.
- B) Connectivity and common online task troubleshooting for most devices, including cell phones.
- C) Network troubleshooting and assistance.
- D) CPNI compliant bill handling and account assistance.
- E) All of the Above. *And More!*

We are now a Ruckus Wireless partner.



RUCKUS
Simply Better Wireless.

Ruckus Wireless is a pioneer in the wireless infrastructure market. They offer products that enable carriers and enterprises to stay ahead of the exploding demand for high-bandwidth applications and services.

Ruckus provides a wide range of wireless products from single access points, to enterprise office systems, to large retail and carrier deployments. The patented Smart Wi-Fi technology redefines what is possible in wireless performance by utilizing features such as Adaptive Signal Control, Interference Mitigation, Dynamic Polarization Diversity, and more.

First Network Group is proud to partner with Ruckus Wireless to provide our clients and our clients' customers with the best wireless access possible and at a reasonable price.

Contact Randy Carpenter at 800-578-6381 Opt. 1 for details



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IPv4 Subnetting Cheat Sheet

Subnets			
CIDR	Subnet Mask	Addresses	Wildcard Mask
/32	255.255.255.255	1	0.0.0.0
/31	255.255.255.254	2	0.0.0.1
/30	255.255.255.252	4	0.0.0.3
/29	255.255.255.248	8	0.0.0.7
/28	255.255.255.240	16	0.0.0.15
/27	255.255.255.224	32	0.0.0.31
/26	255.255.255.192	64	0.0.0.63
/25	255.255.255.128	128	0.0.0.127
/24	255.255.255.0	256	0.0.0.255
/23	255.255.254.0	512	0.0.1.255
/22	255.255.252.0	1,024	0.0.3.255
/21	255.255.248.0	2,048	0.0.7.255
/20	255.255.240.0	4,096	0.0.15.255
/19	255.255.224.0	8,192	0.0.31.255
/18	255.255.192.0	16,384	0.0.63.255
/17	255.255.128.0	32,768	0.0.127.255
/16	255.255.0.0	65,536	0.0.255.255
/15	255.254.0.0	131,072	0.1.255.255
/14	255.252.0.0	262,144	0.3.255.255
/13	255.248.0.0	524,288	0.7.255.255
/12	255.240.0.0	1,048,576	0.15.255.255
/11	255.224.0.0	2,097,152	0.31.255.255
/10	255.192.0.0	4,194,304	0.63.255.255
/9	255.128.0.0	8,388,608	0.127.255.255
/8	255.0.0.0	16,777,216	0.255.255.255
/7	254.0.0.0	33,554,432	1.255.255.255
/6	252.0.0.0	67,108,864	3.255.255.255
/5	248.0.0.0	134,217,728	7.255.255.255
/4	240.0.0.0	268,435,456	15.255.255.255
/3	224.0.0.0	536,870,912	31.255.255.255
/2	192.0.0.0	1,073,741,824	63.255.255.255
/1	128.0.0.0	2,147,483,648	127.255.255.255
/0	0.0.0.0	4,294,967,296	255.255.255.255

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Reserved Private Ranges

RFC 1918	10.0.0.0 - 10.255.255.255
Localhost	127.0.0.0 - 127.255.255.255
RFC 1918	172.16.0.0 - 172.31.255.255
RFC 1918	192.168.0.0 - 192.168.255.255