



IT SERVICES PLANNING GUIDE

Network Information

- The Center has a 1 Gbps (1000 Mbps) ethernet service.
- Complimentary public wireless is at speeds up to 5 Mbps (up/down) per connection up to building's capacity. All devices accessing the public wireless network will need the capability to accept the "Terms and Conditions" page. This is an unsecured network, and we will not alter the configuration.
- Basic Wired and/or Wireless Network Service - Includes 1 private IP Address with speeds up to 10 Mbps (up/down) per connection up to the building's capacity. This is a secured network. All devices accessing a Basic Wireless Network will need the capability to enter an access code and to accept the "Terms and Conditions" page. **This service supports 1 device only.** Wired/Wireless Routers, Switches or DHCP Servers prohibited. NOT FOR STREAMING.
- Dedicated Internet Service – Includes 1 public IP address and configuration ports (jacks). If the client needs more than 2 ports (jacks) configured for their network, there is an additional charge per port. THIS IS FOR STREAMING. This service does require 7 Business Days' notice. 20 Mbps hardwired required for streaming. Bandwidth can be ordered in increments from 5 Mbps up to 600 Mbps for an additional charge.
- There are 58 total MR_84 WAP's in building. There are 25 on the 1st floor and 33 on the Conference Level (3rd Floor).
 - Brand and description of WAP (Wireless Access Points): Meraki High Performance Dual-band 802.11ac Wave 2 access point with separate radios dedicated to security, RF management, and Bluetooth.
 - Each access point has its own direct connection to the network.

Recommendations and General Information

- As with any Wireless Service, the Center's wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. The Center cannot guarantee that interference will not occur.
- Hard wired connections are highly recommended for all "mission critical" areas. (E.g., presentations, training). This is due to the inherent vulnerability of all wireless services.
- Connectivity is only guaranteed to the point where the Center services originate in the rented space.

- Be considerate to others. Most people carry 2-4 devices, and each is trying to connect automatically based on the device settings. With this number of additional devices trying to connect to the same network, it lessens the wireless experience for all. It is good to mention that we ask all visitors to be considerate and voluntarily turn off personal hotspot and Bluetooth broadcasting features of their wireless devices.
- In the area of VPN's, we highly recommend performing a "test run" prior to the event to evaluate performance for both sides of the network as tweaking is normal.

Items to Consider when ordering Services:

- What ways you/your attendees/speakers/vendors/exhibitors need to use the internet (E.g., email, web surfing, streaming, connecting to secure sites, downloading large files)
- How much dedicated bandwidth do you require?
- Can an access code be entered into your device, and can it accept "Terms and Conditions"?
- Total number of devices that will be accessing wireless network (many people have multiple devices)
- Total number of devices that will be accessing through a hard- wired connection
- If the devices are connecting simultaneously
- If there is any "mission critical" activity (E.g., presentations, training)
- If your event uses switches, routers, DHCP servers or any other networking devices

I have read and reviewed the IT Services Planning Guide.

Account/Event

Authorized Signature

Date: