



On Hawaii's Big Island

Internet Services Guide

Internet Coverage and Speed

The Convention Center area is pre-wired for Internet access. This includes the Kohala, Kona, Queens, Kings, Monarchy and Water's Edge ballrooms, Waikoloa and Water's Edge boardrooms, the Promenade areas, and the base of the Grand Staircase.

The network features:

- A full T3 connection to Tier 1 provider AT&T up to 45Mbps.
- Modern managed Cisco switches, routers and access points.
- 10/100Mbps network access ports with a Gigabit backbone.
- Up to 54Mbps 802.11b/g Wireless access.
- Enhanced Category-5 cabling and RJ-45 jacks.
- Redundant DNS, DHCP and core network services.
- Customizable services such as: SSID, VLAN, IP Subnets.
- Additional 15Mbps connection to Time Warner upon request.

Note: Internet access for the 'back of the house', including the hotel administrative offices, is provided through additional circuits and do not share the services of the ballroom network.

Wireless Connectivity

Wireless networking using Cisco Access Points is available throughout the ballroom area. Any guest supplied wireless devices (802.11b/g Wi-Fi and other radio equipment) need to be pre-approved by Hilton Waikoloa Village to avoid interference with current resort wireless services.

Network Security

The network uses public IP addresses and does not include a firewall. Due to the open design, security cannot be guaranteed. Any required VPN, firewall or proxy services should be provided by your organization and be coordinated in advance with the IT department at the resort. The security of any wireless network cannot be guaranteed, even while using encryption.

Support

Custom support packages including an on site network engineer are available for major events. Without a custom support package please be aware - beyond setting up your Internet service - there will be a \$125 per hour charge when Hilton Waikoloa Village Information Technology personnel are needed to assist with issues not related to a problem within our network.

Hardware and Software System Configuration

An Ethernet adapter (10 or 10/100 Mbps) is required for each computer connecting to the wired network. Wireless service requires an 802.11b/g wireless adapter. If you are renting computers, please speak with the rental company about these requirements. Our DHCP server will automatically assign each computer an IP address. Existing static IP addresses on any computers or equipment may need to be disabled. Hilton staff will assist with the setup and testing of each computer's initial network connection at no additional charge. CAT-5 RJ-45 patch cables are available with advanced notice at no additional charge.

Service Options	One Time Activation Charge	Daily Usage Charge
1 to 4 Devices	\$200	\$250 - \$400
5 to 9 Devices	\$400	\$450 - \$650
10 to 19 Devices	\$600	\$700 - \$1150
20 or more Devices	negotiated	negotiated
Static IP Usage	-	\$50
Switch Rental	\$75	-
Wireless Access Point Setup & Rental	\$200 per AP	\$500 per AP
Late Setup Charge	\$100 + activation & daily use charge	-

Planning

Internet services for all events should be finalized at least two weeks in advance of the event. Large events are encouraged to request services as early as possible.

One Time Activation Charge

This covers the cost of establishing a network connection to any room, office, suite, promenade or other Internet-wired area of the hotel. Additional costs may be incurred if service is extended to a location that is not currently wired.

Daily Usage Charge

This covers the cost of your actual Internet service (including the use of the Hilton Waikoloa Village's network) in any one location. Price is \$250.00 for the first device and \$50.00 for each additional device. Price for 20 or more devices is to be negotiated.

Devices

A 'device' is anything connected to the network. Devices are - but are not limited to - desktop computers, laptops, servers, printers, access points, video machines, etc.

Static IP Use Charge

This is a daily charge for the use of each static IP required on the network in addition to any other charge.

Late Setup Charge

This is a charge for last minute setups (less than 72 hours notice) which is added to the normal activation and daily use charges.

For electrical power, telephone connectivity, business equipment rental and other event related needs, please contact your Hilton Waikoloa Village Events Manager.

Please contact the Hilton Waikoloa Village Information Technology department at (808) 886-2898 or via email at webmaster@hiltonwaikoloavillage.com for more information or a customized service proposal.

Setup is highly flexible to better serve the unique needs of each customer. We offer internal VLAN capabilities, mail-relaying and custom servers for DHCP, DNS and other core services upon request. Please inquire if you have special needs.

Mahalo!