

General Information

Internet Coverage and Speed

The Hilton Waikoloa Village Convention Center is fully networked.

The network features:

- Connectivity through a full T3 to Tier 1 provider AT&T
- Modern managed Cisco switches, routers and access points
- 10/100Mbps network access ports with a Gigabit backbone
- 54Mbps 802.11b/g Wireless access
- Enhanced Cat-5 wiring and RJ-45 jacks
- Redundant DNS, DHCP and core network services
- Customizable services using SSID, VLAN, IP Subnets
- Additional Internet connectivity with advanced notice

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 Hilton Waikoloa Village.

Hardware and Software System Configuration

An Ethernet adapter or LAN port 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 removed. Hilton Waikoloa Village IT staff will assist with the setup and testing of each computer's initial network connection.

Customized Services

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.

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

Please contact Hilton Waikoloa Village IT at (808) 886-2898 for more information or a customized service proposal.

Mahalo!

Pricing Structure

Base Fees

Infrastructure Fee

This non-negotiable fee covers our cost of maintaining our network on a daily basis.

Remote Location Fee

This is a one-time non-negotiable charge in addition to the infrastructure fee for extending our network to locations not at the Convention Center.

5Mbps Internet Upgrade

Internet bandwidth included with all orders is 5Mbps and can be upgraded in 5Mbps increments all the way to 35Mbps. 5Mbps Internet Upgrade fee covers these bandwidth increases and is non-negotiable.

Hardware Fees

Hardware Setup

This fee is assessed for each hardware or cable that is run. It is a one-time charge that includes cable laying and cable routing for safety.

Switch Port Rental

Each wired computer will need to be plugged into a switch port, whether in the ballroom or behind the wall. This fee starts on the first day and continues daily thereafter.

Internet Use Fee

This fee is hardware specific and is assessed when Internet connectivity is needed in addition to internal access. This fee starts on the first day and continues daily thereafter.

Wireless Fees

Hilton AP Setup and Rental

This fee covers our cost of configuring and placing the access point as well as daily rental thereafter.

Hardware to Non-Hilton AP Setup

If access points are to be provided by someone other than the hotel, this fee will be assessed for connecting such a device to our infrastructure, including cable laying and cable routing.

Internet Use Fee

This fee is wireless AP specific and is assessed when Internet connectivity is needed in addition to internal access. This fee starts on the first day and continues daily thereafter.

Late Fees

Late fees are assessed when any services are requested with less than 72 hours notice and are in addition to the normal fees above.

Support Fees

Hilton Waikoloa Village offers technical support during business hours, for emergencies after-hours, and pre-arranged 24 hour on-site support. Support instances are complimentary during business hours for initial workstation configuration and testing, as well as issues caused by hotel infrastructure. All other support instances, including technical assistance with any equipment not provided by Hilton Waikoloa Village IT, will incur a support charge.