

Facility Services Guide

LIST OF SERVICES

- Internet
- Cable Television
- Telephone
- Engineering

INTERNET

The Salt Palace Convention Center is committed to delivering high quality Internet service. We have multiple carriers and leading-edge infrastructure. Our services are provided over a versatile system that can be tailored at the request of each event, operating multiple networks and providing access for thousands of users throughout the facility.

- High-speed Internet access is available anywhere in the facility over our in-hour fiber optic network.
- Choose from individual service options to building-wide networks.
- Wired services are delivered by Ethernet-based connectivity using Category 5 wiring with RJ45 terminations.
- Once installed, Internet service is active 24-hours a day for the duration of the event.
- There are no firewalls or filters on the Internet service. Guests are encouraged to have up-to-date anti-virus software installed on computers and consider the use of a personal firewall.

Wired Internet services are highly recommended for all critical event services including, but not limited to, presentations, registrations, on-line sales or web-based streaming.

Wired Internet

- **Internet Basic:** Up to 1.5 Mbps, user name/password for one computer included. For standard web-browsing and email access. An Internet browser (ex. Chrome, Firefox, Explorer) is required to use this service. Internet Basic provides access for one device, access for additional devices can be purchased.
- **Internet Plus:** Up to 3 Mbps, user name/password for one computer included. Increased bandwidth for web demonstrations, on-line sales, etc. An Internet browser (ex. Chrome, Firefox, Explorer) is required to use this service. Internet Plus provides access for one device, access for additional devices can be purchased.
- **Internet Premium:** Up to 10 Mbps. One public IP address included. For interactive demonstrations, streaming applications, VPNs, network printers, etc. Additional IP addresses can be purchased.
- **Complete Network:** Internet Plus service packaged to include access for up to five devices, all networking equipment and labor. This service can be set up to use either a log-in and password or public IP addresses. Internet package with access in a single location for up to five devices. **All network equipment and labor included.** Choose from a 3 Mbps or 10 Mbps package. An Internet browser is required for the 3 Mbps package. The 10 Mbps package includes public IP addresses for each device.
- **Priority Internet Packages:** Multi-location Internet packages. Includes service in up to five locations, additional locations can be purchased. Choose from public IP addresses or private DHCP addresses.
- **Internet Dedicated:** Dedicated, high-bandwidth service (20 Mbps +). Includes drop to one location and one public IP address. Additional IP addresses and additional locations can be purchased.
- **Private Network (VLAN):** Point-to-point wired VLAN. Connectivity from a point of origin (server room, NOC, Speaker Ready Room, etc.) to desired drop location (meeting room, registration, kiosks, etc.).

Wireless Internet

The Salt Palace has a versatile wireless system that can operate multiple wireless networks within the facility.

- **SP Guest:** Salt Palace Convention Center guests can enjoy complimentary Wi-Fi in designated lobby areas and all meeting rooms. 512 Kbps service, for light web browsing. Available in 30-minute increments. Need

more time? You can upgrade your Wi-Fi. 1.5 Mbps (3x faster) and not time out after 30 minutes. \$14.95 per device, per day. Service is purchased on-site with a credit card.

- **SP Premium***: High-speed, business-class wireless Internet service available throughout the facility. For Internet browsing, web demos, online sales, etc. Cost is \$59.95 per device, per day. Service is purchased on-site with a credit card.
- **CONNECT! SPOT***: High-speed, business-class wireless Internet for exhibit booths. Designed for those who utilize multiple wireless devices and wish to provide easy Internet access to staff and/or their guests. CONNECT! SPOT services are available for 25, 50 or 100 guests and include a custom network name and password.
- **CUSTOM WIRELESS/WIRELESS BUYOUT**: Provide Wi-Fi for guests (from 50 to 10,000) with Internet access exactly where you need it: technical sessions, computer labs, wireless lounges or even throughout the facility. Service is designed specifically for your event with a custom network name and password. Broadcast at 5.0 GHz (802.11 a/n) only. See web site to request a quote.

*These services are broadcast in the 5 GHz frequencies only. You must have a wireless adapter capable of 802.11 a; a and n; or ac. Wireless AC/USB adapters are available for purchase in the Business Center, if needed.

You can also personalize the wireless experience for your guests! A Welcome page and URL redirect can be a great tool to brand your event or provide a sponsorship opportunity. The Welcome page can be designed with event and sponsor logos, other graphics, colors and a custom greeting or message. The redirect option will automatically take guests to a website of your choosing.

Use the wireless options to:

- Offer wireless sponsorship to a corporate partner, exhibitor or others
- Brand the wireless service. Design a Welcome page using your event's colors, graphics and a custom greeting or message.
- Communicate to guests. A Welcome page can let them know who is providing this service and where it is available.

The Salt Palace networks are designed with the intention of providing clients and guests with access to the Internet. All are an open service; no ports are blocked and no firewall is used. If you need service beyond standard Internet access, notify the Facility Services department. Servers, streaming devices, LAN integration, VPN and other features or protocols may require additional preparation for full functionality.

CABLE TELEVISION

Keep up with breaking news or make sure your attendees can still watch that big game! Comcast Cable Television services can be ordered in any exhibit hall or meeting room. Local channels and most standard cable channels are available. A Comcast cable box and remote will be issued to you when the service is installed.

TELEPHONE SERVICES

Analog telephone lines available for voice and data. Choose from single, multi-line handsets, and conference speakerphone sets. Lines can be programmed with features such as toll restriction, line hunter/rollover, call waiting and voicemail.

- VoIP to analog technology
- You must dial "9" to reach an outside line
- Active 24-hours a day after installation
- One, single-line telephone handset rental is included with all orders. Multi-line and speaker/conference sets are available for rent.

ANALOG TELEPHONE LINE: Standard line used for telephone calls, faxing and credit card terminals. **TWO-LINE SPEAKERPHONE:** Ports available for 1-2 analog telephone lines. Also includes a small speaker for personal, hands-free communication.
POLYCOM CONFERENCE PHONE SET: Large speaker for conferencing with a group.
PROGRAMMING: Additional features: line call rollover, toll restriction and voicemail can be programmed onto an analog phone line.

Digital telephone lines and handsets are also available. Call for additional information.

ENGINEERING SERVICES

WATER FILL/EMPTY: One-time fill for a single container (hot tub, aquarium, fountain, etc.) and a one-time empty.
COLD WATER CONNECTION: Water connection with $\frac{3}{4}$ " standard hose bib with shut off.
DRAIN LINE: Gravity-flow drain line. Semi-rigid PVC. Slip-fit with hose clamp connection. Location must be in close proximity to a floor box.
COMPRESSED AIR CONNECTION: 100 PSI. $\frac{3}{8}$ " quick universal disconnect and c/o valve.
NATURAL GAS CONNECTION: $\frac{1}{2}$ " quick disconnect regulator not included. Equipment must have $\frac{1}{2}$ " NPT male fitting to adapt to.

IMPORTANT: Air, water and natural gas services are available in exhibit halls only. Some services are limited to select areas.

And remember, to save money, order services at least 10 days prior to the first move-in day to receive a discount!

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