

TELECOMMUNICATIONS & NETWORK SERVICES

CLIENT INFORMATION

Event Name:	Event Dates:
Company Name:	Phone #:
Contact Person:	Install Date & Time:
Email:	Disconnect Date & Time:
Location:	Booth #:








Quantity	High-Speed Internet Access (Bandwidth)/ Wired or Wireless High-Speed Internet Access Options.	Cost (One time charge)	Total Cost
	<input type="checkbox"/> Wired <input type="checkbox"/> Wireless		
	T1 plus (3 Mb or higher are available)	\$3,000.00	
	T1 (1.544 Mb)	\$2,000.00	
	Fractional T1 (768 kb)	\$1,025.00	
	Quarter T1 (384 kb)	\$520.00	
	DSL Speed (128 kb (limited to one room))	\$300.00	
	Additional T1 - Additional charge after the 1st ordered T1 line	\$1,000.00	
	Additional T1 room locations - Add-ons of Internet for additional rooms after the first room has	\$420.00	





High Speed Internet Information

- Users must have administrative privileges to laptop(s) to properly change IP configuration
- Services provided include 1 Ethernet Drop/Cable
- Refer to the Hilton Glossary of Technical Terms

Note: To order internet connection you will need to select your High Speed Access (Bandwidth) then select either wired or wireless connection.

Quantity	Networking, Computers & Equipment Rental	Cost	Total Cost
	Additional Ethernet Drops within Meeting Rooms (2nd, 3rd & 4th Floor Meeting rooms)	\$75.00 per drop	
	8/12 Port Switch - Connect up to 11 computers/laptops (wired)	\$75.00 per day	
	16/24 Port Switch - Connect up to 23 computers/laptops (wired)	\$100.00 per day	
	WAP Wireless Access Point Configuration - Connect up to 25 computers (wireless)	\$200 one time fee per device	
	Network/Printer Configuration Charge	\$25.00 per laptop/desktop	
	Computer Rental - Desktop computer, monitor, keyboard & mouse	\$35 per day/\$200.00 per week	
	Canon Color Copier - has network enabled(add'l charges for network setup), fax ready (add'l charges apply for fax line)	\$275 per day/\$1,500.00 per week	
	HP LaserJet Printer (Black & White)	\$60 per day/\$350.00 per week	
	HP LaserJet Printer (Color)	\$120 per day/\$650.00 per week	

	HP B&W scan/copy/fax machine – (purchase of phone line is additional for fax line)		\$50 per day/\$300.00 per week	
	Ream of 8.5X11 white paper (500 pages)		\$5.80 each ream	
	Box of 8.5X11 white paper (10 Reams-5000 pages)		\$50 per box	
	USB Hub (7 port) – For use to connect multiple devices via USB. (cables not included).		\$50.00 One time fee	
	USB cables (3 foot) – For use to connect laptop/PC to a USB device.		\$15.00 One time fee	
	Motorola Nextel Radios I335 with Chargers (Direct connect Radio Only)		\$15 per day/\$75.00 each per week	
	100/1000 Mbps Fiber Connection - Hilton to Anaheim Convention Center		\$2,100.00 Hilton Location	
	Ethernet Cords (25 Ft increments)		\$35.00 per cable	
	Cyber Café Package Includes 4 personal desktops computers, 1 HP Laserjet (B/W) Printer (see notes for details) & Wi-Fi connection (384K) (Additional charge to upgrade bandwidth)		\$999.00 per package	

Quantity	Telephone Equipment Rental		Cost	Total Cost
	Polycom Speakerphone (needs DID phone line) Provides a speakerphone for Meeting Rooms and includes two extended microphones		\$225.00 one time charge	
	Digital Multi-Line Office Telephone (Requires a DID phone line) Provided for in-house (direct dialed) with multiple extension, local & long distance, toll free and outside/incoming calls. Local & long distance calls will be charged at the current published rates. This service does not apply to computer connections.		\$300.00 one time charge	
	Single Line Analog Telephone (Requires a DID phone line) Provided for in-house (direct dialed), local & long distance, toll free and outside/incoming calls. Local & long distance calls will be charged at the current published rates. This service does not apply to computer connections.		\$75.00 one time charge	
	Additional House Extension – In- House Phone Provided for an additional in-house phone in our Meeting Rooms. Single-line telephone for in-house calls (through Hotel Operator). Local, long distance, or toll-free calls cannot be placed from this telephone.		\$75.00 one time charge	

Quantity	Phone Line & Features		Cost	Total Cost
	Telephone DID Lines (Phone Charges additional) Provided for the installation to telephone for in-house, local, long distance, international and incoming calls (By passing hotel operators). You must dial “9” to access outside line		\$200.00 per line one time charge	
	Modem/Fax Credit Card DID - Line (Analog) Provided for the installation to devices for in- house, local, long distance, international and incoming calls Bypassing hotel operators. You must dial “9” to access outside line		\$200.00 per line one time charge	
	Voicemail/Call Waiting/Call Forward/Call Pick-up/ Speed Dial Service can be added to any Telephone order		\$15.00 each	
	Hunt Group Provides an additional phone number that when dialed will hunt for an open station among other designated phones		\$15.00 each	
	Voicemail Broadcast		\$2.50 per room on peak	

TELEPHONE & PHONE LINE INFORMATION

- The prices list above do not include the cost of calls
 - All rates are subject to change without notice
- Charges for 800/888/877, calling cards, collect and third party calls are free for the first 60 minutes and \$.10 per minute after
 - Local calls are \$1.00 for the first 60 minutes and \$.10 per minute thereafter.
- Long Distance domestic AT&T operator rate less 50%/International AT&T operator assisted rate.
 - Refer to the Hilton Glossary of Technical Terms

TERMS AND CONDITIONS

NETWORK SECURITY & VIRUS PROTECTION REQUIREMENT – WARNING

Hilton Anaheim requires that all devices directly or indirectly accessing Hilton Anaheim's Network have the latest virus scan software, Windows security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device(s) which adversely impacts Hilton Anaheim's network(s) will be disconnected from the network(s) with or without prior notice at Hilton Anaheim's sole discretion. The device(s) in question will remain disconnected from the network(s) until all issues are adequately resolved. Additional charges may apply for trouble diagnosis and / or problem resolution. No refunds will be issued Customer(s) as the result of Hilton Anaheim's actions to disconnect disruptive device(s).

PRINTER/COPIER SETUP AND CONFIGURATION

Any laptop or desktop that will need printing privileges will need to have administrative access/rights to configure/install printing drivers. We will setup/configure 4 devices for printing, anything additional will be \$25 per device. For local printing, printer orders include one USB cable.

INTERNET SECURITY DISCLAIMER

Hilton Anaheim does not provide security such as, but not limited to, firewalls, etc. for any data circuit(s) we provide. It is the sole responsibility of the Customer to provide any necessary security. Customer is agreeing to hold Hilton Anaheim; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.

WIRELESS PERFORMANCE DECLARATION

All Wireless Access Points not authorized by Hilton Anaheim are Prohibited. Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. Hilton Anaheim cannot guarantee that interference will not occur. Hilton Anaheim does NOT recommend wireless service for mission critical services such as product presentations or demonstrations. For demonstrations or to present products and other mission critical activity, via the Internet, Hilton Anaheim highly recommends Customer(s) purchase hardwired services such as Ethernet cabling services. Due to the extensive coverage Hilton Anaheim provides for the Facility, NO Customer provided access points are authorized for use within the Facility without Hilton Anaheim prior approval (wireless access points without adjustable power outputs cannot be authorized under any circumstances). Per our Terms and Conditions misuse of any wireless service may result in service interruption to yourself and or other Customers and can lead to disconnection of the Customer's equipment. ***No service refunds will be given.***

CUSTOMER ACCEPTANCE OF HILTON ANAHEIM TERMS AND CONDITIONS

With execution of this document the Customer hereby authorizes Hilton Anaheim to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions and Attachments contained herein.

With execution of this document the Customer hereby attests that customer provided equipment, which will be connected to Hilton Anaheim network(s) at the above noted Facility & Show Event has been properly protected, contains anti-virus software and the latest patches and security updates have been installed. Customer(s) also accepts the responsibility for the performance of customer's equipment and understand the conditions placed on service delivery by this document as well as the potential that additional charges may be incurred should the customer's equipment be found to adversely impact Hilton Anaheim network(s) performance. The customer acknowledges that this Network Security Declaration is part of the Customer Contract allowing Hilton Anaheim to provide requested services(s) and is subject to change without notice.

I hereby attest that I understand the limitation and vulnerabilities of the wireless service provided by Hilton Anaheim. I also understand that if I use this service for any reason including but not limited to, demonstrating, showcasing or presenting my product (s), Hilton Anaheim will not be responsible for possible interference that I may experience. All order cancellations require 48 hour notice to avoid full billing. Additionally, orders received less than 48 hours prior to installation are subject to a \$200 service charge. On-site relocation, request or change order will be subject to \$100 per line charge.

Signature: _____ Date: _____

Printed Name: _____ Title: _____

Email: _____ Contact Phone #: _____

Please return to:
Hilton Anaheim - Communications Department
777 Convention Way
Anaheim, CA 92802
Phone#: 714-740-4459
Fax#: 714-740-4745
Email: SNAAH_IT_TEAM@HILTON.COM

HILTON GLOSSARY OF TECHNICAL TERMS

HSIA – High-Speed Internet Access

Bandwidth - The amount of data able to be transmitted over a period of time, typically measured in bits per second.

DSL (Digital Subscriber Line) – a family of technology that provides digital data transmission over the wires of a local telephone network. . Much faster than a standard phone line. DSL lines receive (download) faster than they send (upload) data.

T3 or DS3 - The data rate for this type of signal is 44.736Mbit/s.

T1 - A T1 circuit can carry 24 digitized voice channels or it can carry data at a rate of 1.544 megabits per second. If the T1 line is being used for telephone conversations, it plugs into the office's phone system. If it is carrying data, it plugs into the network's router. A T1 line can carry about 192,000 bytes per second - roughly 60 times more data than a normal residential modem. It is also extremely reliable - much more reliable than an analog modem.

Fractional T1 – Can carry data at a rate of 768k per second.

Quarter T1 – Can carry data at a rate of 384k per second.

MARC – Where circuits are installed within a building. The exact place of installation is referred to as the point of demarcation.

Ethernet Cable - The most common networking topology.

Category 5 - A classification of copper wire often used for Ethernet networks.

Category 5E - As above with “enhanced” properties.

MDF (Main Distribution Frame) - Typically where a data circuit terminates in the building (also referred to the point of demarcation or DMARC) and where the network infrastructure begins.

IDF (Intermediate Distribution Frame) - An additional place for network equipment and infrastructure usually located within a housekeeping closet on every other floor in the guestrooms and a few closets in the meeting areas of the hotel. This is how the network is extended throughout the building.

Router - A device that forwards data packets along networks. A router is connected to at least two networks, commonly two LANs or WANs or a LAN and its ISP's network. Routers are located at gateways, the places where two or more networks connect. The “mail sorter” of the Internet world. The router for your network is typically located in the MDF.

Switch - A device that filters and forwards packets between LAN segments. Ethernet switches are typically located in MDF and IDF closets. Switches make it possible to manage data remotely. Switches manage where the data flows.

Port - A place to plug in a computer or a switch into a wall. The ports receive data transmission via Cat5 cable run from a switch located in a nearby IDF.

RJ45 - An eight-wire connector used commonly to connect computers onto a local-area network (LAN). Data ports are bigger than telephone ports which are called RJ11.

Gateway - The computer that routes the traffic from a workstation to the outside network that is serving the Web pages. In homes, the gateway is the ISP that connects the user to the internet.

LAN (Local Area Network) - A group of two or more computers linked together for the purpose of sharing data or resources (printers etc.).

WAN (Wide Area Network) - A network of computers set up over a large area (i.e. A metropolitan area).

IP Address (Internet Protocol Address) - The unique address given to each device to communicate over the Internet.

Static IP Address - Assigning each device a specific IP address rather than using DHCP.

DHCP (Dynamic Host Control Protocol) - An Internet Protocol addressing scheme which allows device addresses to be assigned by the host equipment rather than by manually addressing each device.

Hub - Allows more than one device to be connected to a single network port or USB. A common connection point for devices in a network. A hub contains multiple ports. When a packet arrives at one port, it is copied to the other ports so that all segments of the LAN can see all packets.

NIC (Network Interface Card) - An after-market card that must be loaded into a lap top in order to connect to the Internet using high speed. NIC cards are used with older computers that have not been manufactured with HSIA capability.

VPN (Virtual Private Network) - A secure tunnel in the public domain of the Internet through which devices communicate securely. A VPN connection can be created through VPN encryption software or by programming hardware.

Wi-Fi (Wireless fidelity) - Used generically when referring to any type of 802.11 network, whether 802.11b, 802.11a, dual-band, etc.

WAP (Wireless Access Point) - A hardware device that acts as a communication hub for users of a wireless device to connect to a wired LAN. WAP's are important for providing heightened wireless security and for extending the physical range of service to a wireless user.

SSID (Service Set Identifier) - A unique identifier attached to the data packet sent over a WLAN that acts as a password when a



HILTON ANAHEIM

Credit Card Payment Authorization Form

Please complete all areas below. Incomplete requests may be rejected. This form must be received at least 5 business days prior to the Check-In, or by specified date in Event Contract, to ensure acceptance of the credit card to be charged. Do not send completed form by email.

FAX COMPLETED FORM TO: 714-740-4745

ATTN: _____

Date: _____

Guest / Group Name:		
Check-In / Event Date:		
Name of Person/Group Making Reservation:		Phone:
Authorized Amount:	Approval Code:	Date:

CARDHOLDER - Please complete the following section and sign/date below.

Cardholder Name as it Appears on Credit Card:		
Cardholder Billing Address:		
City:	State:	Zip:
Daytime /Business Telephone:		Evening Telephone:
Credit Card Number:		Expiration Date:
Credit Card Type: (Circle one)		
<input type="radio"/> Visa/MasterCard <input type="radio"/> American Express <input type="radio"/> Discover <input type="radio"/> JCB <input type="radio"/> Diners Club		
Credit Card Issuing Bank Name:		Bank Phone Number (from back of your credit card):
I agree to cover the following categories of charges: (Please circle)		
<input type="radio"/> All Charges <input type="radio"/> Room & Tax <input type="radio"/> Food & Beverage <input type="radio"/> Retail <input type="radio"/> Recreation		
I agree to cover the above categories of charges up to a Maximum Amount of \$ _____		
DIRECT BILL ACCOUNT PAYMENTS ONLY:		
Name on Invoice/Statement _____		Date on Invoice/Statement _____
Invoice/Statement Number _____		Authorized Amount \$ _____

Note: Charges for room and tax, group deposits or direct bill account payments will be charged to your credit card immediately. Any incidental charges circled above will be charged at the time of check-out.

Amount to be immediately charged to credit card for room and taxes or deposit: \$ _____

Final Balance Billed to Credit Card (hotel use only): \$ _____

By signing below, you authorize the hotel to charge your credit card immediately for the amount indicated above up to the "Maximum Amount" indicated above. You further acknowledge that if "all charges" has been selected, then all guest/group related charges (less Deposit) will be charged to the above card number at the time of check-out or event conclusion.

Cardholder Signature: _____

Date: _____