Raleigh Convention Center Wireless Internet Options

Different events have different wireless Internet needs. Raleigh Convention Center offers three levels of wireless Internet service for events. The most important question for event planners to answer is, "How important is wireless Internet service for my attendees?" Please select a service level that is appropriate for your attendee's needs.

	Free Wireless Internet	Standard Wireless Internet	Industrial Wireless Internet
Importance	Internet service is nice to have, but not required for my event's success	Internet service is required for my event's success, but is not the central focus of my event.	My attendees are heavy Internet users. Internet service is required for my event's success.
Price	Free	$2 per day per attendee. (Minimum $100 total order.)	$5 per day per attendee. (Minimum $100 total order.)
Usage	Suitable for light Internet surfing and checking email.	Suitable for moderate Internet surfing, checking email, and occasional streaming video.	Suitable for heavy Internet surfing, streaming video, and events with dedicated apps.
Bandwidth	Shared by all Convention Center guests. No minimum bandwidth guarantee.	Dedicated bandwidth will be provided for your event.	Dedicated high-capacity bandwidth will be provided for your event.
Extras	None	Password protected custom SSID for your event. Attendees can be redirected to your web page. On-site connection support available 8am-5pm business days. After hours phone support available.	Password protected custom SSID for your event. Attendees can be redirected to your web page. On-site connection support available 8am-5pm business days. After hours phone support available.

Pricing is based on the total number of people to whom you are providing the wireless password, not the number of concurrent Internet users. Please include all event staff, presenters, and exhibitors who will be using your dedicated wireless network in your total attendance numbers.

Mixed options are available. For example, you may want to provide free wireless Internet service for your attendees but a private dedicated bandwidth network for your presenters and staff. Dedicated networks mixed with free Internet are $5 per wireless device per day.

Providing high quality wireless service requires the cooperation of all Convention Center guests and contractors. Any access points, wireless routers, MiFis, hot spots, wireless microphones, radios, or other devices operating in the 2.4 GHz or 5 GHz WiFi channels may interfere with our wireless systems and prevent us from providing wireless service. Please encourage your attendees and exhibitors to turn off their phone hot spots, leave their MiFis at home, and use our free wireless service. Please ask your A/V provider not to use any wireless devices that use 2.4 GHz or 5 GHz channels. The 2.4 GHz channels are especially subject to interference because of the limited number of channels. Wireless devices that are only capable of connecting to 2.4 GHz (B/G band) channels may not be able to successfully use our wireless if there is interference from other nearby devices. Wireless service is a "best-effort" service. The Convention Center does not guarantee that all attendees will be able to successfully use the service. When the Internet is critical for event success, events are encouraged to use wired Internet connections wherever possible.

Bandwidth provided for Standard wireless Internet service is sufficient for typical moderate web use with up to 40% of attendees accessing the Internet concurrently. Bandwidth provided for Industrial wireless Internet service is sufficient for typical heavy web surfing at 90% concurrent use. Total available bandwidth depends on event attendance. If you have specific bandwidth requirements, please contact the Convention Center I. T. Department for a quote. The Convention Center purchases bandwidth by the day from our ISP based on the expected attendance numbers and service levels you provide. Accurate attendance estimates help ensure that the Convention Center has sufficient dedicated bandwidth available to make your attendees happy.