

WIRELESS INTERNET SERVICES

Updated 10-24

We provide a range of customized solutions to fit every event's need and budget. To provide the best service, it is critical that we understand all of your networking requirements before your event starts. IT services requested within seven days of the event start are not guaranteed. Services ordered in advance minimize potential delays and can be customized to your needs.

Questions? Call (919) 996-8519 or Email Us at rcc.support@raleighnc.gov

WHOLE BUILDING TIERS	MAXIMUM WIFI USERS	COST	FEATURES
TEAM Wifi	<100, including all event staff and attendees	\$5/day/user \$600 minimum	Dedicated bandwidth, custom SSID
CROWD Wifi	>100, including all event staff and attendees	\$10/day/user \$1000 minimum	Dedicated bandwidth, custom SSID
FREE Wifi	Unlimited	Free	Limited bandwidth, no customizations

Providing accurate attendance numbers is critical as they determine the bandwidth allocated to the network for your event. If you have specific bandwidth requirements, please contact The Complex's IT Department for a quote.

All event staff, presenters, and exhibitors using your dedicated wireless network must be included in your total attendance numbers. Pricing is based on the total number of people to whom you are providing the wireless passkey, whether that's only your event staff or every attendee.

We provide the latest network technology and best-in-class internet; however, connections can be disrupted by MiFis, hotspots, A/V equipment, 3rd party access points, etc. To minimize interference, please limit wireless devices used by your attendees, exhibitors, staff, and A/V.

Customers with 6Ghz capable devices can contact us to discuss the option for a 6GHz wireless SSID. For events that have devices requiring 2.4GHz service, we provide a Legacy Devices SSID. Note: Frequent interference in the 2.4GHz spectrum cannot reliably provide a quality service in this band.

Critical internet service needs for registration, presentation areas, exhibitions, badge scanning stations, etc. should rely on wired internet service.

Video/streaming services should rely on dedicated bandwidth wired internet to guarantee dedicated bandwidth. Dedicated bandwidth is available when ordered at least seven days prior to the event start date.

After hours support for most services is available via phone. Optional extended on-site support is available at an additional charge when requested in advance.

MORE INFORMATION ON BACK

Internet Services

All Internet Services are subject to The Convention Center's acceptable use policies and the RCC may suspend Service to any exhibitor or user if the use is determined to be in violation of the acceptable use policies.

Disclaimer: The Convention Center does not provide security, such as, but not limited to firewalls, etc. for any data circuit(s) that we provide. It is the sole responsibility of the exhibitor or customer to provide any necessary security. Software or content obtained from the use of Service may contain viruses or other harmful features and customer is solely responsible for protecting its equipment and software from such matters.

Free Wireless Terms of Use, Security Warning, and Disclaimer

WARNING: THIS WIRELESS NETWORK IS NOT SECURE.

Data sent to or from all wireless devices connected to this network is sent in the clear and could be intercepted and viewed by third parties. Do not use this network to transfer sensitive personal data such as usernames, passwords, credit card numbers, social security numbers, etc. It is available to the general public and is not secure. The City cannot and does not guarantee the privacy of your data and communication while using the service.

Indemnity

Under no circumstances shall the City, its officers, employees, or agents be liable for any direct, indirect, incidental, special, punitive or consequential or other damages that arise or result in any way from use of, or inability to use, the service or to access the Internet or any part thereof, or user's reliance on, or use of, information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any defect in or failure of performance.

By your use of the free wireless network, you agree to indemnify and hold harmless the City, of its officers, employees, and agents. from, and against any claim liability, loss, damage, cost, or expense (including without limitation reasonable attorneys fees) arising from or related to your user of the service, any materials downloaded or uploaded through the service, any actions taken by you in connection with your use of the service, any violation of any third party's rights or a violation of law or regulation, or any breach of the terms of service agreement.