Technology Package

LEED GOLD 2014

Managed by SMG

Huntington Convention Center of Cleveland

Global Center for Health Innovation
CLEVELAND, THE MEDICAL CAPITAL

www.clevelandconventions.com

TechFeatures

As a gigabit-rated center that's ranked among the most technologically advanced convention centers in the world, we offer an all-encompassing technology package. With a network capable of hosting over 15,000 devices simultaneously at speeds of 1 billion bits per second, redundant Cisco core network components, substantial infrastructure, streaming and video conferencing capabilities, and many more tech features, utilizing advanced or modern event technology will never be more convenient.

Tech Features

Advanced Infrastructure

- Wireless network – 802.11 a/b/g/n
- 4,600+ CAT 6 Coper UTP ports
- 850+ multi-mode F/O ports & 400+ single mode F/O ports
- Telecommunication conferencing capabilities
- Data/Telecommunication nodes embedded in fixed walls and floor pockets every 30 feet throughout the Center
- Redundant 1 Gbps ISP circuits burstable up to 10Gbps
- Redundant Cisco core network components (routers, switches, firewalls)
- Battery backup systems and emergency building generators

Internet Access

- Over 1 Gbps of bandwidth running on Cisco ethernet infrastructure
- Complimentary WIFI in public areas (limited access)
- Unlimited public/private IP address support
- Redundant DHCP & DNS servers

Network Support

- In-house network engineers to assist with all network needs, including networking design

Voice Support

- Videoconferencing services
- Digital/voicemail phone service
- Analog/long distance phone service
- VoIP Cisco Network
- Specialty roll over and coverage path programming

AdditionalFeatures

Tech Features Continued

Other Features

- 24/7 network monitoring systems
- Digital signage outside of all meeting rooms
- Voice-over IP
- In-house PBXs with redundant SIP trunks
- Dark fiber to upstream ISP
- Video streaming
- Content delivery network hosting Cisco telepresence
- PC & printer rentals available from preferred a/v provider - PSAV

InternetRates

WIRED INTERNET SERVICE PRICING

SHARED SERVICE		
	Advanced Rate	**Standard Rate**
Basic Internet	$125.00	$175.00
Premium Internet	$250.00	$375.00
Additional Devices for Premium Internet	$99.00	$150.00
DEDICATED SERVICE		
	Advanced Rate	**Standard Rate**
3 Mbps	$2,500.00	$4,000.00
5 Mbps	$4,500.00	$6,500.00
10 Mbps	$7,500.00	$9,500.00
12 Mbps	$8,500.00	$10,000.00

INTERNET LABOR SERVES

	Advanced Rate	**Standard Rate**
Per hour / per 4 cables	$125.00	$125.00
Special Features	$995.00	$995.00

WIRELESS INTERNET SERVICE (WIFI)

WIFI is complimentary throughout public spaces.

SHARED SERVICE		
	Advanced Rate	**Standard Rate**
Basic Internet	$125.00	$175.00
Premium Internet	$250.00	$375.00
Additional Devices for Premium Internet	$99.00	$150.00
DEDICATED SERVICE		
	Advanced Rate	**Standard Rate**
3 Mbps	$2,500.00	$4,000.00
5 Mbps	$4,500.00	$6,500.00
10 Mbps	$7,500.00	$9,500.00

Pricing subject to change at the discretion of the IT Manager, per negotiation terms if/when applicable.

OtherRates

EQUIPMENT RENTALS

	Advanced Rate	**Standard Rate**
8 Port Switch	$125.00	$185.00
24 Port Switch	$185.00	$225.00
48 Port Switch	$500.00	$750.00
Patch Cable (Cat5)	$50.00	$62.00

TELEPHONE SERVICES

STANDARD PHONE SERVICES		
	Advanced Rate	**Standard Rate**
Standard Telephone Line (Analog/Digital) **Includes 1 phone number, 1 comp handset & line usage*	$200.00	$325.00
Multi-Line Phone Service **Includes 1 phone number with multiple lines, 1 phone & line usage*	$235.00	$350.00
Cisco Conference Phone Service **Includes 1 phone number, rental of one speak phone & line usage*	$300.00	$450.00
Analog Fax Line **Includes the phone line and line usage only. Fax machines must be provided by exhibitor or PSAV*	$200.00	$325.00
ADDITIONAL PHONE/CABLE SERVICES		
	Advanced Rate	**Standard Rate**
Voice Mail Box	$50.00	$75.00
Multiple Locations for a Single Number	$50.00	$75.00
Call Forwarding	$10.00	$20.00
ISDN / BRI Service **Requires 45-day lead time*	*Please contact the IT Department for Pricing*	
Cable TV Services	$200.00	$325.00
CATV Turner	$25.00	$50.00

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TheFAQ's

How do I know if I need a single-line or a multi-line service?

Single-line phones are just like most household phones. They can be used for fax lines, credit card machines, standard telephones, and even to dial-up internet service (although we do not recommend this method of internet connectivity).

I have a wired credit card machine. Do I need to program anything specific for the machine to work on your single-line service?

Yes. Please pre-program your machine to dial "9" before your credit card company's number.

How do I receive my phone number, dialing instructions, and phone/fax equipment?

Please visit the Exhibitor Services Desk on-site to receive this information.

How can I place international calls on my phone line?

If you wish to place international calls on your phone line, please notify your Event Manager prior to move-in to submit this request. Otherwise, all phones will be limited to local and US numbers.

Can I bring my own hub or switch?

The HCCC offers switch devices instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are permitted to bring their own switches or hubs.

What is bandwidth and how do I know how much I need?

Bandwidth is the "size of the pipe" that data can traverse. The bigger the bandwidth, the faster data can be transferred (so the 500 Kbs has more bandwidth than a 300 Kbs). To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

Learn more IT information at https://www.clevelandconventions.com/unconventional-features/

TheFAQ's

I need to access my company's network while I'm exhibiting at your facility. Which service will allow me to do this?

Exhibitors who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or "tokens" should choose a 300 Kbs service or higher. While the 200 Kbs does allow exhibitors to use a VPN, some Exhibitors have experienced difficulty connecting because the 200Kbs service uses NAT (Network Address Translation). NAT is a process by which the HCCC can provide thousands of IP addresses to exhibitors while only using a few" real" internet routable addresses.

What is a VLAN?

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

I ordered a switch and cables, how and when do I get them?

When you are ready for your switch and internet cables, please visit the HCCC Exhibitor Services Desk.

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