

HIGH SPEED INTERNET ORDER FORM – EFB Users Forum INFORMATION SHEET

INSTRUCTIONS:

- 1) Fill out the top section of the High Speed Internet Order Form (Page 2).
 - 2) Computer Requirements (depending on type of connection):
 - Ethernet Connection:
 - Web Browser (such as Internet Explorer, Firefox, or Safari)
 - Available ethernet port on the computer/laptop.
 - Wireless Connection:
 - Web Browser (such as Internet Explorer, Firefox, or Safari)
 - Wireless Card / Adapter (802.11 a,b,g,n compatible)
 - Wireless service must be available in your meeting space
- * Computer equipment may be rented from the Xerox Business Center (808-949-0656) *
- ** Hilton will not be responsible for the guest / customer's computer equipment **
- 3) Fees / Charges:
 - \$25.00 wireless (**per device / per day**)
 - \$50.00 wired (**per device / per day**)
 - A login id and password will be provided for each computer connecting to the network. Login ids can only be used once. Once the connection is verified on the Internet server, the id is locked and unusable on another PC.
 - Hard Wire Setup fee - \$200 each location (minimum 2 hours, \$100.00 each additional hour.)
 - Wireless Setup fee - \$100 each location (minimum 2 hours, \$100.00 each additional hour.)
 - Support fee – We assume the responsibility for connectivity up to the point of the Internet line provided by us.
 - 4) Fill in **ALL** appropriate order information.
 - 5) For planning purposes, a layout of all Internet drops must be received not less than ten days prior to the event start date. If no layout is provided, an Internet port will be chosen and a twenty-five (25) foot cable will be attached and coiled in that position. Requests for repositioning/extending the cable will incur the established setup fee.
 - 6) Late Charge and Same Day Requests:
 - A \$500.00 late fee will be applied to each location requested the day of function
 - A \$400.00 late fee will be applied to each location requested the day before the function
 - A \$300.00 late fee will be applied to each location requested 2 days before the function
 - A \$200.00 late fee will be applied to each location requested 3 days before the function
 - 7) Cancellation of services must be received three days prior to start date / time to avoid fees. Any services cancelled after this date will be charged one day service.
 - 8) Return completed and signed form to:
 - Hilton Hawaiian Village Waikiki Beach Resort
 - Attn: Joanne Anguay
 - 2005 Kalia Road
 - Honolulu, HI 96815-1999 USA
 - Email: joanne.anguay@hilton.com

