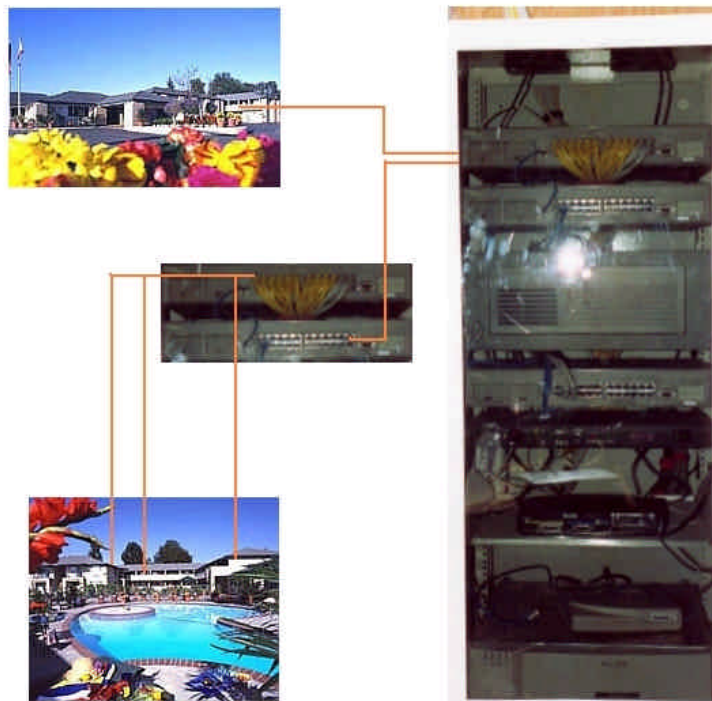




Pubnet Best Western Hospitality Network



Best Western, Sunnyvale, California



Typical multi-building Hospitality Internet Access Network

BestWestern - HSIA System

The pictures above show a typical network configuration for a medium-sized hotel. Pubnet installed this network and system at its Best Western, El Camino Real, Sunnyvale, California site.

The Internet access servers are located in the Main Room. This hotel has five wings with 143 rooms, plus one office and one conference room. In addition to the 100Mbps Ethernet cabling, Pubnet provided voice lines for telephone system at this hotel.

Hotel guests use their credit cards to get authorized for Internet access through the system. Typical rates for Internet access are from \$5.95 up to a maximum of \$8.95. This rate depends on the size of the hotel and its usual occupancy rate, and not on the use of the system by the guest. Other payment models include a flat-rate to the hotel, with no charge, always-on, Internet access for the hotel guests.

The server is an Intel-based rack-mount unit and runs Linux operating system. Internet access is either T-1 or guaranteed-bandwidth DSL, again depending on the number of rooms in the hotel, its occupancy, and the usage pattern.

The system has been in use since summer of 2001. Customer service response time is typically within 10 minutes for hotel guests' service calls.

[Detailed Network Diagrams](#) area available online.

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