

BANDWIDTH AND CIRCUIT GUIDANCE

Updated September 2019

Guest Bandwidth	a measurement of the network's ability to deliver data
Guest Bandwidth Rate Cap	minimum required experience per guest device
StayConnected Circuit	the infrastructure that delivers the bandwidth to the hotel
Circuit Provider	company that delivers and invoices for the circuit to the hotel
StayConnected Provider	company managing guest internet inside the hotel, monitoring circuit

GUEST BANDWIDTH:

Rate cap minimum standard

All hotels are **required** to offer a two tier internet access structure consisting of a lower speed Standard tier and a higher speed Premium tier. All hotels **must** set individual bandwidth user caps which enable a minimum of 5 Mbps download/upload or higher for Standard internet access and a minimum of 15 Mbps download/upload or higher for Premium internet access and have sufficient bandwidth to deliver to that standard. The bandwidth user caps for the Premium offering must always be at least 3x higher than the basic offering (example: a 30 Mbps download/upload Premium cap setting would be paired with a 10 Mbps download/upload Standard cap setting).

Note: Tru brand minimum standards are 10 Mbps download/upload or higher for Standard internet access and a minimum of 30 Mbps download/upload or higher for Premium internet access.

Brand enforced standard

The tiered offerings and associated bandwidth caps are enforced as a core brand standard for all Hilton brands and hotels. During the Quality Assurance process, all hotels have to validate that both a basic and premium tier are offered in accordance with brand standards, that the per-user bandwidth cap settings meet the above standards, and that circuit bandwidth utilization remains below 80% capacity.

When bandwidth utilization of the StayConnected guest internet circuit reaches 80% of the available capacity of the connection, during three or more consecutive days in any calendar month, the hotel circuit is considered saturated and non-compliant. Upon such an occurrence, the hotel is required to upgrade the circuit. Circuit(s) must be upgraded by contract within 45 days of the hotel being notified by the StayConnected guest internet provider as having a "saturated circuit".

Guest Device Limit

Guests are no longer limited on the number of devices they can connect at one time throughout the hotel. Guests may have a device connected however not all devices are actively being used at one time so this increased experience does not unnecessarily utilize otherwise available bandwidth.

STAYCONNECTED CIRCUIT:

Circuit size recommendations

The hotel must have an internet circuit with sufficient bandwidth to support all guest room, public space, and meeting room internet traffic.

Approximate recommended circuit size ranges, by hotel size, are as follows:

- 60-160 Rooms: 100 MB - 300 MB
- 161-320 Rooms: 300 MB - 500 MB
- 321-800 Rooms: 500 MB - 1 GB
- 801-2400 Rooms: 1 GB - 2 GB

Note: These ranges are provided as guidance for further discussion with your StayConnected guest internet provider who will help you determine the appropriate circuit size given your location and existing circuit utilization patterns. New build and conversion hotels should also consult your chosen StayConnected provider for guidance. In no way should these be interpreted as maximums by room count under Hilton guidance. Under certain circumstances your property may be required to go beyond the ranges provided at the direction of your StayConnected guest internet provider.

CIRCUIT PROVIDER:

You may contract with any bandwidth circuit provider of your choice as long as they meet [Hilton's specifications](#).

Note: Hilton has negotiated national circuit agreements and Hilton-specific pricing with the following carriers for hotels in the United States. You may reach out to them to take advantage of this offering.

AT&T – Contact Rick Robinson at rick.robinson@att.com or (901) 761-6476

Comcast – Nancy Wolfson at nancy_wolfson@comcast.com or (617) 620-3433

CenturyLink – Elaine Castro at elaine.castro@centurylink.com

Spectrum (Time Warner / Charter) – Marc Thompson at marc.thompson@charter.com or (704) 516-6766

Verizon – Philip Clisham at philip.clisham@verizon.com or (703) 694-5035

STAYCONNECTED PROVIDER:

The subject matter expert and hotel point of contact for circuit size and bandwidth utilization recommendations.

The StayConnected guest internet provider may or may not be the same company that delivers the circuit to your hotel. (See the current list of [Approved StayConnected Providers](#) on our Guest Facing Lobby page).

The StayConnected Provider also installs and supports the guest internet infrastructure in all guest facing areas of your hotel. Additional information can be found on our [Guest Facing Lobby page](#).