

Wi-Fi STANDARDS (10-WFS)

Description - Wireless connectivity, often known as Wi-Fi, is the technology that allows a PC, laptop, mobile phone, or tablet device to connect at high speed to the internet without the need for a physical wired connection.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	OPERATIONAL STANDARDS	A, B, C Ranking
	Technology	
1	Equipment - Network equipment (such as antennas, wireless routers, modems, cables, and other hardware) is operational, neat, well-maintained, and screened from public view.	A
2	Device Accommodation - Wireless connectivity and services are internet protocol (IP) based and are sufficient for current Wi-Fi enabled devices.	A
3	Service Level Agreement (SLA) - An appropriate SLA is established to and includes a Committed Information Rate (CIR) in Mbps. Wireless internet platform is operational and available 24/7, excluding power outages beyond the concessioner's control.	A
4	Coverage - Wireless service is operational and available at all assigned locations within the area. Devices automatically register on the network.	A
5	Quality of Service (QoS) - Appropriate networking technologies and techniques are utilized to ensure the ability of the network to deliver expected results. A network monitoring system is used to ensure that networks are performing at the desired level.	B
	Service	
6	Speed - Wireless broadband speeds are appropriate to contract requirements.	B
7	Sign-On Page - An appropriate sign-on page with names, logos, and links is displayed when logging in to the wireless network. The sign-on page also includes available service plans, an email contact form, and a 24/7 call center contact number.	B
8	Self-Service Payment Page - Credit cards are accepted for payment of network usage and include MasterCard, Visa, American Express, and Discover. An appropriate webpage is provided for service provisioning over encrypted connections and is in compliance with Payment Card Industry Data Security Standards (PCIDSS) requirements.	A

9	<p>Self-Service Portal Features - The wireless connectivity website offers an adequate level of user-friendly features, including:</p> <ul style="list-style-type: none"> • Frequently asked questions (FAQ) and routine troubleshooting • Time remaining on service plan • Changing service plans and devices • Billing information 	B
10	<p>Customer Support Center (CSC) - Access to an adequately staffed Customer Support Center is available 24/7. CSC is accredited by the Association of TeleServices International (ATSI) or other nationally-recognized professional organizations. Accreditations are available for inspection upon request.</p>	A
11	<p>Refund Policy - The refund policy is communicated to all users and employees, and is approved by the park.</p>	B
12	<p>Interpretation - The self-service portal website includes an appropriate level of NPS related material and information about the area. Content is approved by the park.</p>	B
13	<p>Required Notices - Required notices are posted on all self-service portal webpages, landing pages, and printed materials.</p>	B
Security and Monitoring		
14	<p>Authentication, Authorization, and Accounting - An appropriate process is used to verify user identity and authorization, and provide a mechanism for billing services.</p>	A
15	<p>Security - Security protocols meet all industry standards, and the most up-to-date technology to prevent security breaches for software and appliances is utilized. In the event of a data breach, the park and any user(s) who may be adversely affected are notified immediately.</p>	A
16	<p>Service Outages - Service outages are promptly reported to the park, and an appropriate response time policy is established.</p>	A
Rates		
17	<p>Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.</p>	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.