

WELCOME



Welcome to the Best Connected Network

Cox Business® is the exclusive provider for all Internet, TV, and phone services at the Las Vegas Convention Center (LVCC).



Super Fast Speed

The Cox Business national fiber network delivers up to 10 Gbps directly to the show floor.



Advanced Discounts

Advanced rates apply to orders placed and paid at least 30 days before the event start date.



Flexible Options

Hotspots, branded WiFi landing pages, and customizable network names are available.



Reliable WiFi Connection

2,800 WiFi Access Points provide facility wide coverage to ensure guests, booths and exhibitors stay connected.



Free Consultation

Cox Business has a full staff of technology experts to help you deliver on your event technology needs.

Create your order now at lvcc.coxhn.net



Talk with Experts

Free Consultation

Cox Business offers a complimentary, no-obligation consultation with our team of event-technology specialists. Here's what's included:

Personalized Needs Assessment: We start by understanding your projected goals, device density and unique requirements—whether it's high-definition livestreaming, cashless transactions or demos.

Custom Network Design: Based on venue floor plans, we'll map optimal WiFi access point placement, hardline drops and bandwidth allocation to guarantee seamless coverage and performance.

Equipment & Service Recommendations: You'll get tailored suggestions for access points, switches, and cabling—aligned with your budget and technical goals

Pricing & Timeline Review: We'll walk you through cost estimates, advanced-rate deadlines and installation schedules, so there are no surprises on move-in day.

On-Site Liaison & Support Plan: The same Account Manager who set up your services will continue to assist you during move in, through the event, and can dispatch technicians for rapid troubleshooting and adjustments.



To book your free consultation, email us at LVCC.Orders@cox.com or call 855-519-2624.

We'll schedule a session at your convenience, no strings attached.

WiFi for Everyone!



Free Guest WiFi

Available in all common areas, lobbies, and meeting rooms

Unlimited, 1 Mbps service

This service is not available on the exhibit floor(s) nor intended for streaming video, presentations or business use.

How to Connect:

Look for the **.Guest WiFi** network on your mobile device settings to be directed to the guest WiFi splash page.



Additional Services

Our ACCESS CODE service begins from move-in to move-out of show, allowing more time to be connected. At 5 Mbps per device, you get business-level speed you can move with between halls, meeting rooms, and lobbies.

How to Order:

Call Toll Free: 855-519-2624

Email: LVCC.Orders@cox.com

How to Connect:

Connect to the **.Convention WiFi** network on your device settings to be directed to the convention WiFi splash page. Enter the access code provided by your Account Manager.



Convention WiFi

A reliable connection for your mobile device with a variety of options to keep you connected

Unlimited, 1.5 Mbps service

This service is not intended for streaming video, presentation software or powering business use.

How to Connect:

Look for the **.Convention WiFi** network on your mobile device settings to be directed to the convention WiFi splash page.

Choose the option that is best for you.*

1-Day Convention WiFi = \$75

3-Day Convention WiFi = \$100

5-Day Convention WiFi = \$175

**Service is through onsite credit card purchase only. Must use device requiring service, non-transferable.*



Cox Business utilizes the latest in WiFi standards.

All WiFi services are broadcast at 5 Ghz for optimal experience.

Ensure all devices have a dual band wireless card or bring dual band adapters for devices that do not meet those requirements.

802.11AX (WiFi 6) is available in all areas of the LVCC.

Connected. Without Wires.

WiFi Hotspots

Enjoy flexible packages and various download speeds in a single location within the convention center to help you meet your goals.

Need WiFi in one localized area to attract visitors to your booth or a customized splash page?
We can help.

Services Available

Choose the option that is best for you.

Up to 10 users = \$1,750

Up to 25 users = \$2,500

Up to 50 users = \$3,000

Up to 100 users = \$4,000

Packages for more than 100 users are available with additional speed options, please contact us for a customized quote.

Pricing based on 5.0 Mbps option.

Set Up

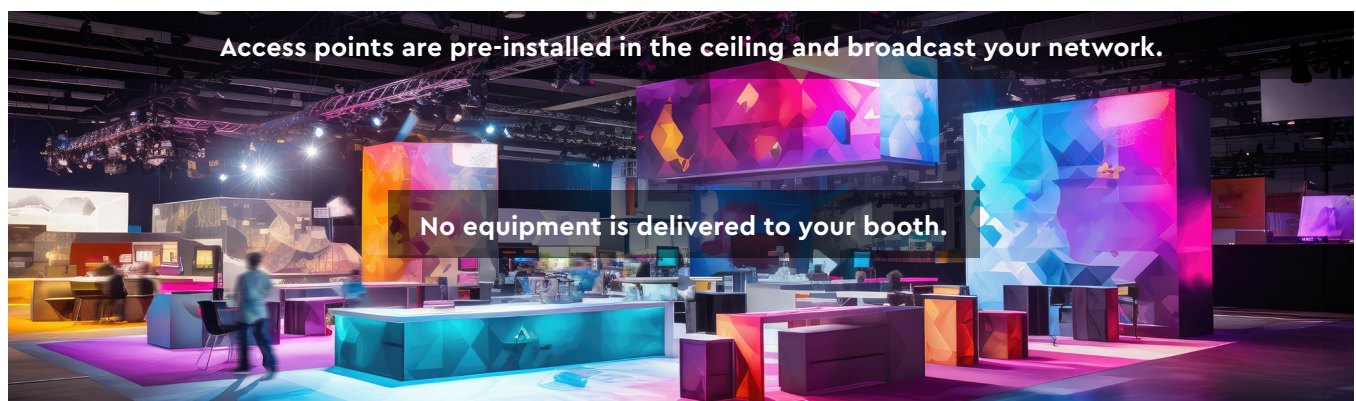
Your account manager will request the following information to set up service prior to your arrival:

Network Name/SSID: Choose a minimum of 3 characters, question marks cannot be used.

Password/WPA2: Choose a minimum of 12 characters, case sensitive.

How It Works – WiFi Hotspot

The following is an example of our service distribution for a wireless hotspot order.



- WiFi services are broadcast at 5 Ghz, ensure all your connected devices meet those requirements.
- Order services for outdoors with an Account Manager.

Moving In, Made Easy!

Set up is a breeze with our "plug-n-play," user-friendly network installation—the easiest way to get right to business for any show at the LVCC.

Shared Bandwidth Data Services

On a shared service, there is a designated VLAN for all users who purchased the same service for the show. These VLANs have private IPs and the speed is designated at the port of the edge switch when installed.

That means every drop receives the designated bandwidth ordered, no matter how many users are on the network.

Services Available

A connection shared with other customers

Business Professional: Up to 20 Mbps = \$1400

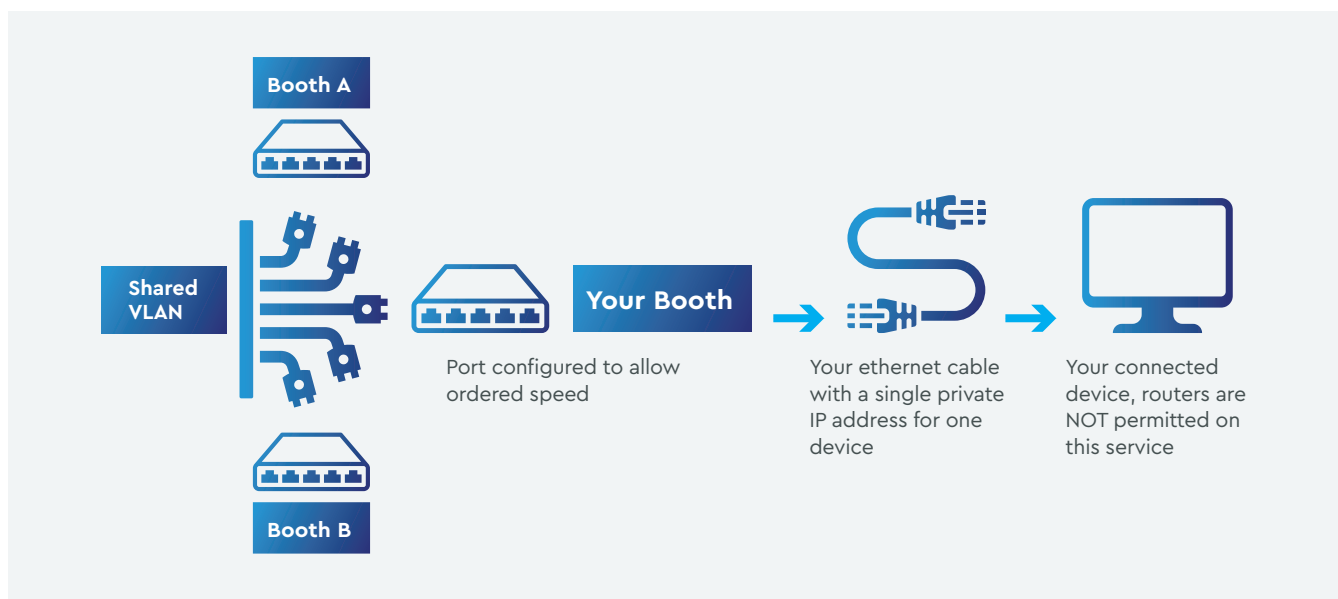
Business Select: Up to 10 Mbps = \$900

Business Starter: Up to 3 Mbps = \$600

Service includes a single drop with one (1) private IP address. Order additional IPs with an account manager.

How It Works – Single Device

The following is an example of our service distribution for a shared network order.



Dedicated Bandwidth Services

On a dedicated service, there is a designated VLAN that only one client has access to. This VLAN has public IPs, and the speed is designated at the circuit to distribute to all connected devices.

A router or switch can be used on this network and a WiFi network can be added for an additional cost.

Services Available

A private dedicated network, circuit included and provided by Cox

Business Starter Plus: Up to 5 Mbps = \$3,000

Business Select Plus: Up to 10 Mbps = \$5,400

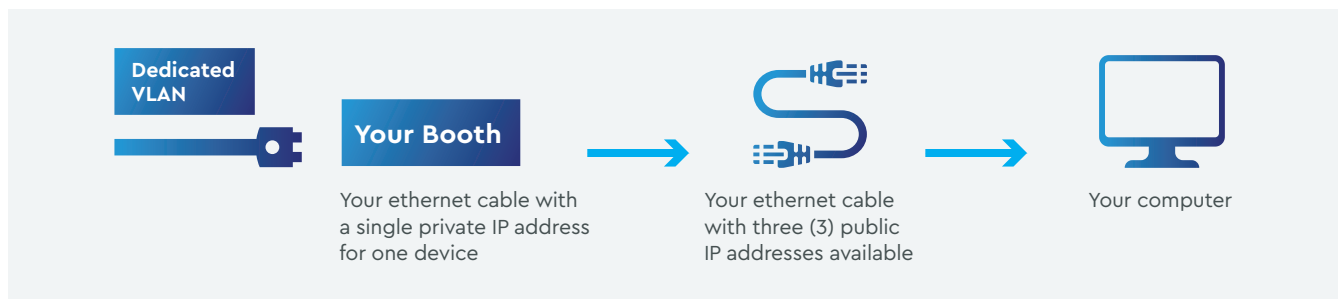
Business Professional Plus:

From 25 Mbps to 1 Gbps, varies

Service includes a single drop with three (3) public IP addresses. Additional can be ordered.

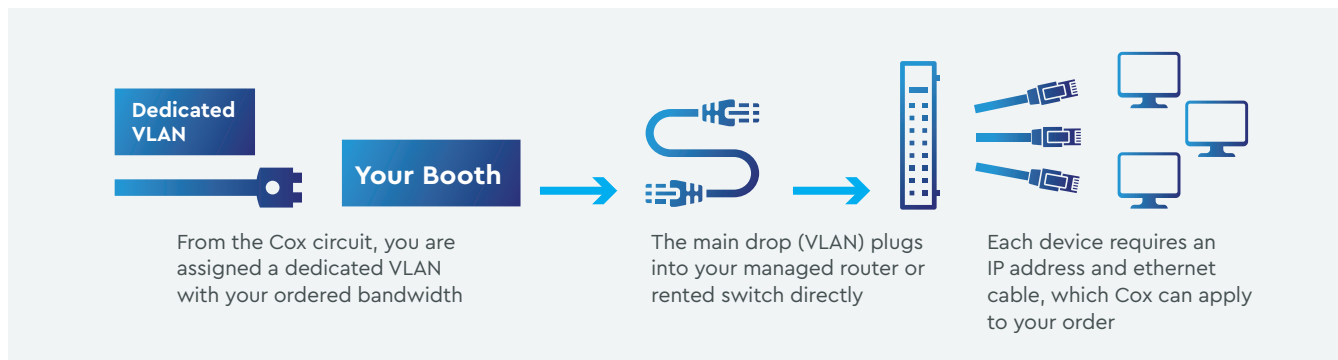
How It Works – Single Device

The following is an example of our service distribution for a dedicated network order.



How It Works – Router or Switch for Multiple Devices

The following is an example of our service distribution for a dedicated network order with a client provided router or switch.

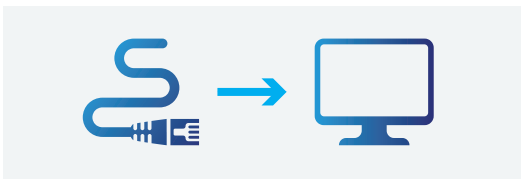


Making Connections



Your Arrival

You have a single device to connect. Find your line, usually coiled, within your designated space. The line will include a connection for the ethernet port on your device.



Simply plug in and allow the IP address to connect to your device.

You're ready to go!



Last-Minute Services

Your service includes a limited number of IP addresses. Order enough for all your devices.

If your network is running slower than you require, a bandwidth upgrade is simple to do with an Account Manager.

Having difficulty?

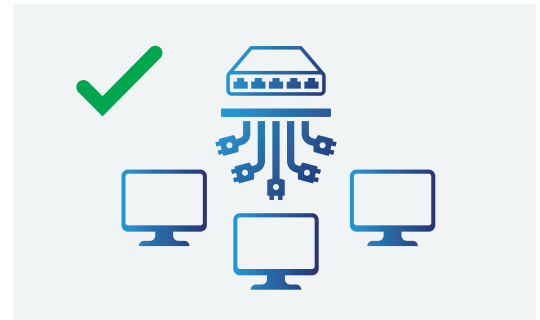
Contact your Account Manager for fast assistance and troubleshooting.



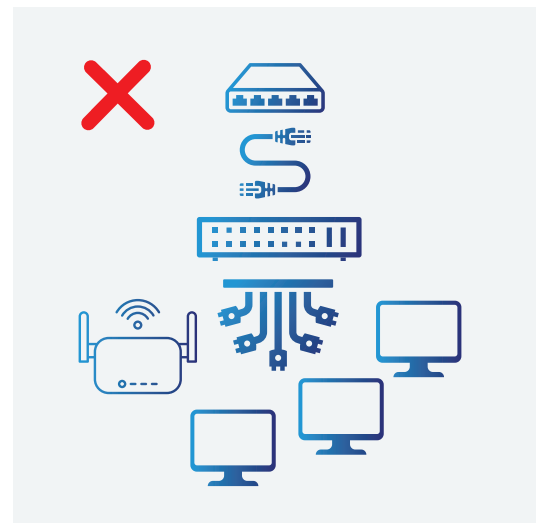
Connecting Additional Devices

Your main bandwidth is plugged into a switch or router directly. The switch/router is client-provided, if dedicated bandwidth is purchased. All other devices will share bandwidth using additional ethernet cables.

IP addresses are provided via DHCP.



Avoid using too many device managers, which can saturate your network, use more bandwidth, and cause loops.



Ready in 1, 2, 3!

1. Before Arrival to the Show

Update your software and download any apps you'll need.

Our WiFi runs on 5 GHz for best performance. Make sure your devices support dual-band (5 GHz). If not, bring a dual-band adapter.

If your company controls your devices, confirm you can remove any blocks or certificates that might prevent access to private WiFi. If not, you'll need to switch to a wired connection.

2. Installation

Hardline Orders

Booth Marking: Floorwork begins once the hall is marked for booth placement. Submit your completed floorplan at least a week before installation date.

Main Drop Installation: After the entire hall is set up and electrical is installed, technicians begin installing main drops.

Switch Delivery: Switches are delivered to each booth once the entire hall has its main drops installed. If you need yours early, contact your Account Manager before move-in begins.

Wireless Orders

WiFi Hotspots: Access points are installed on the ceiling in each hall—no equipment will be delivered to your booth.

Early Activation: If ordered in advance, your hotspot will start broadcasting 2–3 days before the show so you can test your network.

How to Connect: Go to your device's network settings, select your hotspot name, enter the password—and you're connected!

3. Testing

Start testing as soon as possible.

If you need more bandwidth or users, finding out early makes it easier for us to help.

Limit the number of device managers.

Too many can overload your network, use extra bandwidth, and create network loops.

If your Internet seems slow.

Run a speed test at the main connection point installed by Cox.

Keep in mind.

Bandwidth comes from the main drop and is divided after you add a router or switch, which can reduce speed.

Frequently Asked Questions

Q: Can I bring router?

A: Routers are not permitted on our Shared Bandwidth services, but are permitted on our Dedicated Bandwidth services. Also, you may want to consider one of our dedicated wireless hotspots, which allow you to easily connect without the need for additional set up.

Q: Do you rent routers?

A: We do not rent routers, only switches.

Q: What is the upload and download speed?

A: All wired and wireless services offer symmetrical upload and download speeds.

Q: Do I need to set up my IPs before I get there?

A: All Internet services connect via DHCP, so setup is not necessary before arriving. All devices connect automatically if the device is set up for a DHCP IP.

Q: I need static IPs, what do I order?

A: If you need a static IP for your devices, then you'll require a Dedicated Bandwidth service. Your Account Executive is able to provide you with IP information shortly after your order is placed.

Q: I ordered a Data service, does it include WiFi?

A: No. Data services are hardline services.

Q: I have a credit card machine. Is there anything I should know when submitting my order?

A: If using a credit card machine that utilizes a phone line, make sure it can utilize a VOIP phoneline. If so, order a phone line with no handset.

Q: How many devices can I connect to Convention WiFi?

A: Convention WiFi is a single-device service. All pricing is per device, and the service is non-transferable, so make sure the service is purchased on the device that requires Internet.

Q: Can I stream on WiFi?

A: We recommend 10 Mbps hotspots for streaming of standard definition (720p) video. Higher video quality should utilize a Dedicated Bandwidth service.

Q: What happens if I max out the users on the hotspot?

A: Once the maximum numbers of devices are met, others may not be able to connect. To allow new devices to connect, you may need to disconnect devices currently connected either manually or automatically when they move beyond the Hotspot range. If you need to connect more devices at once, contact your Account Executive.

Q: I have non-electrical cabling that needs to run under my flooring. Can my EAC complete the work?

A: As set forth in the LVCC Building User Manual, Cox must lay any non-electrical cabling under flooring. That includes ethernet, coax, USB, HDMI, A/V cables and fiber. You may provide your cabling and Cox will complete the install for a labor charge.

To contact an Account Manager, call: 855-519-2624 or email: LVCC.Orders@cox.com

Before You Call...

Hardline Service

- Ensure proper electrical power.
- Confirm all Ethernet cables are securely connected to both the device and switch (if used).
- Close or pause background updates—they consume bandwidth.
- Disable any company firewalls, as they may block network access.

WiFi Service

- Is the issue with one device or all devices?
- Were you previously connected and then disconnected?
- Ensure your device supports 5 GHz (2.4 GHz is not supported; dual-band adapters may help).
- If you see the network but get a password error, the hotspot may be full or the password may be incorrect.

Troubleshooting

Technicians are dispatched only after the account manager confirms the issue with the client and should arrive within 20 minutes.

Hardlines

On arrival, Technicians will verify the installation and test speed at the main drop—not on connected devices.

Next Steps: After assessment, they'll either resolve any network issues or guide you to adjust your devices for optimal performance.

WiFi

Remote Check: Technicians will review network users, password settings, and bandwidth allocation.

Device Issue: If only one device is affected, ensure it is ready for in-person assessment.

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