Village at Squaw Internet Service

General Info

- Internet is an optional service that owners may opt to purchase through Squaw Valley Resort.
- The cost is $42/mo or $75/mo for both phone and internet. Stacia Lange, Owner Relations, can assist with internet and phone service setup and termination.
- For SV rental units, both phone and internet are required. Units who opt to have internet service receive both a password to the *VlgWifi-HomeOwner* WiFi network and have activated ethernet ports throughout the unit.
- Your HOA owns the Ruckus wireless network infrastructure. Squaw Valley Resort owns the Cisco network switch infrastructure.
- AT&T is the service provider.
- Squaw Valley Resort manages and maintains service contracts on the phone/internet service and maintains the Cisco network switch infrastructure. The HOAs maintain service contracts and upgrades on the Ruckus wireless network infrastructure.

WiFi network connection

- To connect to the WiFi network users must pass through the network splash page by agreeing to terms of service and entering a valid network password.
  - Devices connecting to the Village WiFi networks must have a built in web browser. Smart phones, tablets and laptops typically have a built in browser and can connect.
  - Devices like AppleTV, Alexa and Amazon FireSticks that do not have web browsers, cannot pass through the landing page. These devices will not operate on our WiFi networks. See wired internet connection below for more info.
- Homeowners and guests of homeowners will connect to WiFi using their custom password on the *VlgWifi-HomeOwner* network. Passwords are typically valid for one year. Passwords can be updated by the Front Desk supervisors and managers.
- Guests renting from Squaw Valley will connect to WiFi using a shared password which is valid for one month on the *VlgWifi-LodgingGuest* network.
- Typical WiFi speed tests show 10-40mb/s
  - This will vary based on location, the volume of connected devices and other factors.
  - A video conference call with HD video requires 1.2mb/s, Netflix HD streaming utilizes about 5mb/s.
- WiFi signal is broadcast by Access Points (APs) mounted to the ceilings throughout the hallways.
  - Access Points broadcast in both the 2.4 GHz and 5 GHz spectrum and the signal travels out from the AP through walls into the units.
    - 2.4 GHz signal travels more effectively through walls and units but has only three non-overlapping channels and is more susceptible to interference from other WiFi networks, which can cause slower speeds.
    - 5 GHz signal has more channels so is less likely have experience interference but does not travel as well through the unit walls.
    - Weak signal strength can be a result of the distance you are from the AP and the number and composition of walls between you and that AP.
- WiFi is a shared resource. Each online device impacts the connection of other online devices.

- If numerous devices are connected to the same AP, network speed can be slower. If only a couple devices are connected to one AP, internet speeds are quicker.
- ***Takeaway:*** *slow WiFi is not about internet speed, it is more the result of infrastructure limitations causing weak signal strength in your location, interference from other WiFi networks and heavy volume of connections. If you require super-fast and reliable internet, please see below for wired internet.*

Wired internet connection with ethernet ports in unit

- Speed is 90-100mb/s and this can vary depending on number of connections to the ports within a unit.
- The fastest and most reliable connection is when a computer is connected directly to an ethernet port.
- Hardwire connections are much less susceptible to reduced speeds during times of heavy usage.
- Many owners have installed their own routers and created their own WiFi networks.
    - Please note, SV maintains the network infrastructure, and as such, our responsibility is to ensure there is service to your unit and the ethernet ports are functional.
    - SV does not manage or provide services to support personal routers or any other personal devices.
    - If you install a personal wireless network, please refrain from naming it anything close to the wireless village networks above. Avoid words like "guest" "village" "lodging". It creates confusion for guests and unnecessary support calls.
    - The "catch 22" is that the more personal wireless networks that are created, the more problems there are for everyone with interference, no matter what network you are connected to.
    - Rental owners, please lock your router up when you are not utilizing it, this is your personal property, so we want you to make sure it is safe where it is stored.
- Utilizing smart devices
    - Devices like Amazon Fire, Alexa, Nest, and Apple TV require access to a WiFi network.
    - If you are using devices such as these, you must connect them via your own WiFi network. To do so, connect your own router to an ethernet port in the unit to setup your own WiFi network.

What other options exist?

- AT&T will not provide internet service directly to units.
- There are no other service providers of wired internet in the Village.