DETROIT METRO • WILLOW RUN

WAYNE COUNTY AIRPORT AUTHORITY

boingo

May 5, 2015

Dear Tenants and Concessionaires,

Boingo Wireless are pleased to announce changes to its Private Services program at Detroit Metro Airport. With these changes, we will increase support effectiveness and efficiency by utilizing the Boingo Network Operations Center. This program will continue to reduce tenant operating costs by eliminating the need for technical expertise, test equipment and other IT related support. This change in our Private Services approach incorporates tracking, accountability, communications, processes and responsiveness to effectively and efficiently address the telecommunications, data network and service requirements for all Detroit Metro Airport tenants

Boingo is contracted by WCAA to provide the services below. These services include:

- Wireless Access

Provide dedicated wireless solutions via the existing WiFi network, with access to the Internet at varying speeds depending on the access need. This service supports 802.11 a/b/g/n/ac in all Public areas of the Airport.

- SATV Commercial Programming

In partnership with DISH Network, Boingo offers a comprehensive end to end SATV solution, including cabling, network receivers and DISH Networks channel lineup to provide SATV within the Airport. With 100% digital picture and sound on every channel. Customers enjoy the best TV experience around. Channel lineup includes: News, Entertainment, Sports programming (including local news and regional sports).

- Cable Plant Services

Boingo provides comprehensive solutions for any size infrastructure and installation projects, including installations of cabling—CAT6, fiber optic, wireless networks, and coax to tenant leasehold space. As a full service provider, our start-to-finish approach includes consultation, site survey, design/engineering/permitting, materials supply, installation, certification and ongoing maintenance. AWG/Boingo supports all adds, moves, changes and disconnects.

- Broadband Internet Access & Virtual Local Area Network functionality (VLAN)

Utilizing the extensive fiber and copper backbone at DTW, Boingo can provide Internet access speeds from 768k to 100mbps per port. We can provide dedicated Internet access for a single MAC address or router connected to a local area network (LAN). Our VLAN's function logically as single secure network segment which allows tenants to bridge multiple tenant locations to a single office/server onsite or offsite, improving security and reduces infrastructure costs.

- Service and Support

The Boingo NOC is available 24x7x365 through the DTW Service Desk to all tenants whom have entered into a service agreement with AWG/Boingo. We encourage you to contact our DTW Service Desk at (877) 726-4646 or email us at DTW-Ops@boingo.com to request new service or to report trouble.

2559 World Gateway Place   **Detroit Intl Airport**   **Detroit, MI 48242**