

SERVICE SPECIFICATION / NETWORKS AND WIRELESS

Business and guest Wi-Fi

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Business Wi-Fi carries staff and operational devices; guest Wi-Fi gives visitors separated access.

Intended outcome

Measured coverage and service behavior, documented AP locations and settings, separated user and device networks, and a post-install issue record.

Service scope

Wi-Fi performance is shared airtime. Signal strength matters, but so do noise, interference, channel use, client capability, access-point load, uplink capacity, authentication and roaming behavior.

Predictive design estimates coverage from drawings and materials; on-site survey and post-install validation measure the real RF environment. Critical mobility workflows may also require application and client testing, not just signal readings.

How the system fits together

01 Client population	Managed users, guests, scanners, voice, IoT and specialty devices
02 RF cells	Channels, power, coverage overlap, interference and airtime
03 Wired edge	Cabling, switch uplinks and PoE serving each access point
04 Policy/services	Authentication, segmentation, DHCP/DNS and internet/application paths

Typical project triggers

- Dead zones, sticky clients or unstable roaming disrupt work
- Guest traffic shares business or device networks
- New scanners, tablets, voice or high-density areas are planned
- Access points were placed from convenience rather than RF requirements



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Delivery and acceptance

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The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Requirements and RF inputs

Document areas, materials, users, device radios, applications, density and target behavior.

Acceptance evidence: Coverage/capacity requirements and device profile

02 Predict and coordinate

Model access-point locations, channels, power, cabling, switch ports, PoE and mounting.

Acceptance evidence: Predictive plan, AP schedule and wired-dependency check

03 Configure and deploy

Build SSIDs, authentication, segmentation and radio settings; install at coordinated locations.

Acceptance evidence: Configuration baseline and installed-location photos

04 Validate service

Measure coverage, noise, channel use and agreed application/client behavior; tune exceptions.

Acceptance evidence: Post-install survey, issue map and final configuration backup

Handover deliverables

- Predictive RF and access-point plan
- AP/cable/switch/PoE schedule
- SSID, authentication and segmentation design
- Post-install validation report
- Final configuration, location and exception records

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



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Planning and scope boundaries

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Customer and site inputs

- Scaled floor plan, materials and ceiling conditions
- User/device counts, radio capabilities and movement
- Application throughput, latency and roaming needs
- Existing RF survey and interference information
- Authentication, segmentation, internet and support policy

Constraints and coordination

- Client device capability and driver behavior
- Building materials, interference and changing occupancy
- Available channels and regulatory domain
- Wired uplink, PoE, internet and upstream service limits

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

IEEE 802.11 Working Group — About IEEE 802.11 | Source review: 2026-08-20

BICSI — BICSI Library of ICT Manuals and Standards | Source review: 2026-08-20

Telecommunications Industry Association — TR-42 Telecommunications Cabling Systems | Source review: 2026-08-20

Cybersecurity and Infrastructure Security Agency — Enhanced Visibility and Hardening Guidance for Communications Infrastructure | Source review: 2026-08-20

Service guide and project discussion | Source review: 2026-09-06