



## **Notice of Wi-Fi Service Improvements at Tom Bradley International Terminal**

All Tenants,

During the past 12-months, Los Angeles World Airport (LAWA) free and paid Wi-Fi service provider, Boingo Wireless, has observed degraded performance in Wi-Fi service in the Tom Bradley International Terminal (TBIT) due to a substantial increase in Wi-Fi interference.

After a comprehensive investigation, it has been concluded that the cause of such wireless interference is the sub-optimally configured and/or sub-optimally installed tenant Wi-Fi networks. These wireless interference issues have become highly evident in the Level 3 Ticketing and the Core retail areas.

LAWA Information Management and Technology Group (IMTG) has established the below conditions in order to create a Wi-Fi friendly environment and provide the best possible Wi-Fi experience for all of our guests in the terminal.

### *Tenant Requirements*

- Tenant will operate on the 2.4 GHz wireless band only. The tenant cannot use 5GHz and must turn off any 5 GHz radios.
- Tenant will use the minimum possible power setting/value on their 2.4 GHz radios' transmit power and will show LAWA IMTG this setting.
- Tenant will set their wireless access point channel bandwidth to no higher than 20 MHz.
- Tenant will use Radio Frequency (RF) engineering design principles, including the use of directional antennas facing toward the concessionaire or airline space and keep the signal strength level to -85 dBm or less at 10 feet outside the space.
- Tenant is not allowed to install any licensed or unlicensed wireless systems in any LAWA airport public area. All wireless network equipment approved for installation by LAWA must be installed within the tenant leasehold.
- Tenant will notify the LAWA IT Service Desk at (424) 646-9000 or [itservicedesk@lawa.org](mailto:itservicedesk@lawa.org) of the completion of the conditions herein and submit screen shots of the wireless controller (WLC) configuration page within 15 days after fulfillment of these conditions to validate the appropriate settings. The WLC screen shots must include the access point models, transmit power, bandwidth and frequency band in use. If the documentation is not received by LAWA IMTG within 15 days from the in-service date, then LAWA reserves the right to require the tenant to turn off the wireless network until the documentation is received by LAWA.
- LAWA IMTG reserves the right to perform an inspection, including using standard test equipment, to measure the radio propagation coverage/transmission level. If the LAWA IMTG inspection finds that the tenant wireless configuration is not in compliance with the conditions herein, the tenant is responsible to make any necessary corrections for re-inspection within 30 days. If corrections are not made, the tenant must turn off their wireless access point system until the whole system is in compliance.



**AIRPORT INFORMATION TECHNOLOGY DESIGN STANDARDS**  
*Los Angeles World Airports*

- Tenants who operate licensed and unlicensed wireless systems within shared spaces are responsible for resolving any radio frequency interference issues between impacted parties. Any resolution among impacted parties requiring a variance from the requirements in this document must be coordinated with LAWA IMTG, approved by LAWA IMTG in writing, and maintain compliance with transmitter power, operating spectrum and field strength conditions specified above.
- Tenant accepts full responsibility for compliance with any and all applicable present and future LAWA policies, rules, regulations, restrictions, ordinances, statutes, and/or orders of any governmental entity regarding frequency interference with other LAWA and/or other tenant's wireless equipment.
- Tenant's failure to comply with the requirements mentioned herein will result in immediate removal of the interfering wireless system at the tenant's sole expense.

If you have any questions or concerns, please contact the LAWA IT Service Desk at 424-646-9000 or email at [itservicedesk@lawa.org](mailto:itservicedesk@lawa.org).

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Aura Moore, Chief Information Officer

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