



File Sharing Control

Customer Testimonial

Overview

File Sharing has become an enormous problem in visitor based networks, especially in hotel High Speed Internet Access (HSIA) systems where some guests run bandwidth intensive peer-to-peer (P2P) applications to illegally download content, overloading the network as well as exposing the hotel property to Recording Industry Association of America (RIAA) warnings, Internet Service Provider (ISP) shut offs, or potential liability if not properly addressed. It is one of the biggest problems in visitor based networks today.

Customer

Cocent Technologies, based in Oakland, CA, is in the business of installing and maintaining sophisticated networks for the hotel industry. Cocent had several hotel clients who were receiving weekly warning letters from the RIAA about illegal downloads. These hotels included Francisco Bay Inn, and Nob Hill Motor Inn both located in San Francisco, CA, as well as Bay Landing Hotel in Burlingame, CA., all of whom had HSIA systems to serve their guests, but no controls in place to combat the growing file sharing problems. They consulted with Cocent to determine a solution.

Solution

After careful research, Cocent decided to utilize ValuePoint Networks' NC-3560 gateway controller to control the file sharing activity while still allowing legitimate use of the HSIA system. The NC-3560 incorporates advanced per user bandwidth and session control as well as configurable port blocking. Since file sharing applications

require a far greater bandwidth and number of sessions than web browsing and email, and typically use different ports than other web traffic, the properly configured NC-3560 can stop the vast majority of file sharing activity.

After implementing the NC-3560 at each of the hotel properties, the file sharing activity and subsequent RIAA warnings ceased. In addition, the advanced tracking of the NC-3560 now enables Cocent to terminate HSIA access of guests who do not comply with the hotel's HSIA terms of use.

Moving ahead, ValuePoint Networks continues to add new and more advanced features on both the NC-3560 gateway controller and the BA-4000 broadband aggregator to control and eventually stop file sharers.

Testimonial

John Cascio, President of Cocent Technologies, says “once we added the NC-3560 to these hotel properties, the RIAA warning letters stopped coming! I will continue to recommend and use the NC-3560 and other ValuePoint Networks products, such as the BA-4000, to control file sharing activity on my clients' networks.”

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