



FRANCIS MARION
HOTEL

November 11, 2009

Dear Charleston Conference Attendee:

Please accept our apologies for the challenges with internet service during the conference. We are aware that the internet and information technology play a major role in the Charleston Conference, and are very upset that we did not provide the level and speed of connectivity expected by today's conference attendee.

The primary reason for the problems was a hardware malfunction in a switch. The switch failed at the most inopportune time imaginable, but was not related to the amount of traffic. AT & T replaced the switch on Friday. The connectivity issues on Saturday morning in the meeting rooms were a result of a port on the new switch not being configured properly by the installer.

There were also instances of slow connection speeds on Wednesday during the Vendor Showcase. This was because of user volume. The hotel did not experience problems during past Charleston Conferences, so we did not anticipate any challenges in 2009. However, the 2009 Charleston Conference had record internet users, and the T1 line was at capacity for most of the afternoon.

The hotel is in discussions with our internet service provider, Wayport, to double the bandwidth available in the hotel by adding a second T1 line. We are also exploring other options to increase speed and eliminate problems with our internet service. Please rest assured we will not experience these problems during the 30th Annual Charleston Conference in 2010!

We hope that you enjoyed the conference, your stay in Charleston, and plan to return next year!

Sincerely,



Stephen Parker
Director of Catering Operations
Francis Marion Hotel

