

Volunteer Orientation and Training

WELCOME TO AUSTIN WIRELESS CITY PROJECT

If you are reading this document, you must be interested in helping to turn your favorite hangouts into free Wi-Fi Hotspots by volunteering with the Austin Wireless City Project (AWCP). That's great! Welcome.

WHAT ARE WE DOING HERE, ANYWAY?

The first thing you should be familiar with is the mission of the Austin Wireless City Project. The mission statement comes in handy when you need to remind yourself of what this is all about, or to help you to explain the Austin Wireless City Project to anyone interested in the free wireless Internet movement in Austin. Of course, you can find The Project's mission statement plus a lot more information at the AWCP website: <http://www.austinwirelesscity.org> .

AWCP Mission Statement

To EDUCATE, ADVISE, ENABLE and Assist operators of public spaces in providing free wireless Hotspots to ALL residents of Austin and surrounding areas.

We Accomplish our Mission by:

- 1.** Offering a **MANIFEST FORMULA** for public space operators to acquire and deploy requisite hardware, software and services needed to provide a free wireless Hotspot.
- 2.** Acting as a **CENTRAL CLEARINGHOUSE** for best practices to build, market, manage and secure free wireless Hotspots.
- 3. ADVOCATING** the interests of public space operators to local, regional, national and international groups influencing the evolution of wireless networking technologies.
- 4.** Building **AWARENESS** and **SUPPORT** within the local, private and public sectors.
- 5.** Engaging **DOMAIN EXPERTS** and **COMMUNITY LEADERS** to assist our efforts and help guide our vision.

- 6. LISTENING** to the needs and wants of public space operators, end consumers and the Austin community at large.
- 7.** Forming **STRATEGIC ALLIANCES** with local technology businesses and public agencies. Acting as a recognized source of **THOUGHT LEADERSHIP** in the area of public wireless network access.
- 8.** Understanding the **LATEST TECHNOLOGIES** and **TRENDS** in order to leverage industry innovation and maximize cost efficiencies.

The Scope of Our Efforts is Bounded By

GEOGRAPHY: Austin and surrounding areas

TECHNOLOGY: Free wireless Hotspots for public spaces

COST: Solutions appropriate for the widest range of budgets

BENEFICIARIES: *ANY* public space operator and *ALL* Austin residents

The Sound-Bite Mission Statement

“To improve the quality and availability of public free Wi-Fi in Austin”

AWCP VOLUNTEER TEAMS

Now what does all this really mean? It means we are people on a mission to spread Free Public Access Wi-Fi all over this land. Our plan goes something like this:

AWCP volunteers form three teams: Walkers, Hotspotters and Caretakers. These teams work together to: find venues (coffee shops, restaurants, bars, etc.) willing to provide Free Wireless Internet Access (Wi-Fi) to the general public, engineer and install Public Access Free Wi-Fi Hotspots, and provide ongoing education and support to those Hotspots—all for FREE.

Walkers find the spots, Hotspotters make them hot, and Caretakers keep them hot.

The Walkers

The Walkers are responsible for finding and approaching venues that might like to become Hotspots. As word gets out about the Austin Wireless City Project and our work, Walkers will also respond to venues that approach us because they want to offer free wireless Internet access.

Walkers are often the first point of contact for potential Hotspot owners, and as such, act as ambassadors for the AWCP and for Austin's free Wi-Fi movement.

Walkers meet with proprietors, answer their questions about Wi-Fi and the AWCP, and get agreement from those venues who wish to offer free Wi-Fi on their premises. The Walker Volunteers gather specific information about the venue in the form of a site survey, to pass on to the Hotspotter team in order to facilitate Hotspot installation.

Walkers are not responsible for Wi-Fi installation or ongoing Hotspot maintenance, but as the venue's first point of contact, Walkers can and do have an important ongoing relationship with AWCP Hotspots.

The Hotspotters

The Hotspotters are responsible for configuring Hotspot software on the Edge Server and installing the Access Point(s) that broadcast the Internet signal into the air, to be received by users at the free Wi-Fi Hotspot.

The Hotspotters work with the Walkers to determine which venues are ready for installation and to set venue owners' expectations about when their installation will occur. Hotspotters use information from the venue site survey that the Walker provides, to be prepared for the unique challenges of each installation.

Once the installation is complete, Hotspotters test the network to make sure the Hotspot Software, Edge Server, and Access Point(s) are all working properly and that the required area is covered by the Wi-Fi signal. Upon completion of the installation, with the Free Wi-Fi Hotspot established, a Caretaker is assigned for ongoing education, support and maintenance of the Hotspot.

The Caretakers

The Caretakers are responsible for ongoing education, support and maintenance at each AWCP Hotspot. One Caretaker is assigned to each Hotspot. If there is a problem with Wi-Fi at a Hotspot, either the venue or the end user can contact the Network Status and Trouble Line for help. They may also send email to the venue's caretaker list. While there may be several volunteers monitoring the venue's mailing list, the venue's assigned caretaker may be asked to visit the venue to gather more information.

The venue Caretaker is also responsible for working with the venue to organize events that promote the education of the venue's employees and clientele on the use of the free Internet Access as well as awareness in the community that this is now a free Wi-Fi Hotspot.

Caretakers are people who hang out at the venue frequently, or live or work nearby, who have committed to helping the venue maintain active Wi-Fi. If the assigned Caretaker is unable to solve an outage or other problem, the Lead Caretaker may be contacted. In this way, AWCP Hotspots are supported and the free service is maintained for users.

WALKER PROCESS

So, now that you are familiar with the Austin City Wireless Project's mission and the types of volunteers that carry this mission out, let's discuss how Walkers really work. In short, the process is to:

- Identify venues that would make good Hotspots.
- Talk with the owner, general manager or decision maker.
- Educate them on how they can offer free Wi-Fi to their customers through the Austin Wireless City Project.
- If the venue decides they would like to be a Hotspot, confirm the pre-requisites necessary for Hotspots:
 1. Business Class, Broadband Internet Access,
 2. Access Point (or money to buy one), and
 3. Place to set up Hotspot Server and Access Point.
- Gather specific venue information that will be needed by the Hotspotters:
 1. Site Survey (including existing network diagram, if applicable),
 2. Picture or Graphic for branding the login screen, and
 3. URL for the landing page once logged in.
- Set the business owner's expectations for installation schedule
- Facilitate hand-off to the Hotspotters
- Ensure successful Hotspot installation,
- Serve as point of contact for the venue until the installation is completed.

- Ensure the venue is satisfied with the decision, the installation, and the service.

Now we'll discuss each of these points in detail ...

Select A Venue to Pitch

Check out your neighborhood for Hotspot possibilities. Likely candidates are wherever you like to hang out—or where you would hang out more if you could use Wi-Fi there.

The Walker Lead, keeps a spreadsheet of potential AWCP Hotspots known as "the pipeline." Discuss your Hotspot prospects with the Lead, or others involved in the AWCP, so the latest information can be updated on the pipeline.

Good places for Hotspots include coffee shops, bars, restaurants, Laundromats—nearly anywhere that people like to spend time, or would benefit from being able to connect to the Internet while waiting for services.

If you are not sure whether a particular venue would make a good Hotspot, discuss your ideas with the Lead and the other AWCP leads to determine whether it is a worthwhile target, or to brainstorm ideas on the right angle for the pitch.

Find Owner or Decision Maker

Get the business owner, manager, or other decision maker's name and contact information. The decision maker is the person you will need to convince that his or her venue would benefit by being a free Wi-Fi Hotspot. You may be able to find out this information on the Internet, but more often by visiting or calling the business.

It is highly likely that your first contact with a venue will be by phone. Try to set up an appointment to talk with the decision maker at a time when they are not busy with other things. Use common sense about when to call. If you are approaching a restaurant or coffee shop, a slower time like 2:00 p.m. might be your best bet. If your target is a bar, call in the daytime.

Your goal in speaking with the business owner for the first time is to introduce the concept of becoming a free Wi-Fi Hotspot, gauge their interest level, and get an e-mail address where you can send a written proposal. If the venue decision maker does not use e-mail, find out their preferred method for providing them with further information.

Why would I want to be a Hotspot?

Wireless Internet access is becoming more common. Many restaurants and coffee shops are being used as virtual offices for business meetings. Since most eateries are open for lunch and dinner, there is a time between 1:00 pm and

6:00 pm when the establishment is open for business and would like to attract more customers. Free wireless Internet access will often bring people in for a late lunch or drink in these afternoon hours.

Educate the Venue on Becoming an AWCP free Wi-Fi Hotspot

All right. Maybe after hearing the business case, the proprietor is a little bit intrigued. But before they get too excited, the first thing they are going to want to know is what this is going to cost them—in dollars, of course, but also in time and energy spent making it happen.

Luckily, it's not all that complicated. Hotspots must have:

- Business Class, Broadband Internet access (SBCYahoo! currently offers DSL for \$30 mo, RoadRunner is \$80 mo. Prices subject to change.)
- A dedicated PC to become the Hotspot Server (the PC is a low-cost, refurbished model from recycling programs, such as Dell's; the hotspot server software is free.)
- An Access Point to broadcast the Wi-Fi signal throughout their space (one Access Point can cost up to \$125.00)

Let's take a look at each of these items in turn.

They need Internet Access

First, the venue must have broadband, business class Internet access on site. To re-iterate:

Broadband: Internet access **must** be broadband. Dial-up is not sufficient. The venue must provide a broadband connection in order to serve multiple users.

Business Class: Internet access **must** be business class, not residential. Internet Service Providers expect that Business Class connections will be heavily used so the ISP usually charges more for business service. The venue will be using the connection as a part of their business ... residential service is not appropriate.

If the venue already has Internet access, GREAT! Simply confirm that it is broadband, business class. If not, the proprietor should take steps to upgrade their service to the required level. If the proprietor doesn't know what level of service they have, the proprietor should contact their ISP. It would also be smart for the venue to discuss with the ISP their plan to establish a free Wi-Fi Hotspot at their location.

A note on not knowing.

If you are a Walker volunteer, chances are you are more technical than the average small business owner. Not for sure, but probably. You know more about

this stuff than they do, so be patient, share what you know, and when you can, have fun spreading your knowledge. Remember: it feels good to help people!

Important Note on Existing Internet Connections

If you can confirm that the business has broadband, business class Internet service, investigate how they are using the service. If they are using it to confirm credit cards or for any other mission critical aspect of their business, they will likely need to get another IP address for their Wi-Fi Hotspot. Otherwise, the business network can be compromised by Wi-Fi hackers.

If the business has no Internet access, they need to get it. And to re-iterate: THEY need to get it. AWCP does not and cannot provide, install, or turn-key Internet access at venues, nor is AWCP responsible for the performance, quality, or speedy installation practices of any ISP.

The venue owner must enter into a business relationship with the ISP of their choice, agree to the ISPs terms and pricing structure, pay that ISP for service, and rely on that ISP for installation and ongoing maintenance of their Internet access.

When the venue orders Internet access from an ISP, they should ask for business class service, and more, discuss the fact that they will be using their Internet connection to provide FREE wireless to customers at their location. The emphasis here is on the word free. They should make sure the ISP understands they are not re-selling the Internet access, but rather, providing it free of charge.

In general, the venue has two basic choices in ISPs. Let's review them, briefly.

- **SBCYahoo:** With SBCYahoo, high speed Internet comes through a DSL phone line. If the venue is ordering the DSL service from SBCYahoo!, suggest that they use their FAX line or secondary phone line for the DSL. In its acceptable use policies, SBCYahoo is more Wi-Fi friendly and, thus far, does not intend to charge extra for customers who wish to provide free hotspots. Recently, they were running a special on broadband Internet for \$30/month. Note, however, that with taxes and applicable fees, the actual monthly cost is somewhere in the neighborhood of \$40.00.
- **Time Warner:** Time Warner provides high speed Internet which they call "Road Runner" via cable lines. If the venue chooses this route, Time Warner will send a cable guy out to wire them up with cable and provide them with a cable modem. Prices are subject to change, but the service costs around \$80.00 per month.
- **Other ISPs:** Remember, the Internet access is the venue's responsibility, and as such, the venue is free to use any ISP they wish. Earthlink, Birch Telecom, Austin Unleashed and others provide Internet access. As long as they get broadband, business class access from someone, AWCP can get the free Wi-Fi Hotspot installed.

They need a PC

Next, the venue will need a PC dedicated to serving up Hotspot software. The purpose of the Hotspot software is to provide:

- Allows the venue to brand their hotspot with logo, picture or other graphic
- Takes users to the venue's web page to further promote business interests
- Allows registration of users and authentication of user passwords at login
- Allows AWCP hotspots to be networked together for user convenience (such as common log-in between AWCP hotspots) and added features (like inter-hotspot chat)
- Allows AWCP to efficiently manage ONE network of many hotspots instead of lots of stand-alone hotspots.

Again, this is a dedicated machine that can't be used for anything else. It's called a Hotspot Server.

The good news is that this PC does not have to be a high-powered, state-of-the-art, new, expensive machine. On the contrary, the required specs are very modest. Serving up hotspot software is its only job.

The PC must meet these modest specifications:

- Pentium Class
- 1 Gigabyte Hard Drive
- 2 NICs (Network Interface Connections)
- Red Hat Linux will be the Operating System

Because the PC must be configured before installation at the venue, AWCP has partnered with Image Micro, a computer recycling company that takes in old or returned PCs from Dell and other major manufacturers. Image Micro sorts through the machines, fixes them up, and cleans them up for us. We received the first 50 at no cost. As we enter into the second phase of our program, we will need to pass relatively low-cost materials and handling fees on to the venues. The price for the Hotspot Server (PC + Software) will be \$114.95.

This saves us a lot of time because we used to have sort through all the hardware that was generously donated to us by the community and manually piece together machines ourselves. Unfortunately, a lot of it turned out to be junk. The hardware partnership with Image Micro allows our volunteers to focus on our core competency—free Wi-Fi hotspots—not resurrecting old PC hardware!

They need one or more Access Points

The last item needed to create the hotspot is an access point. This is a small box with an antenna that broadcasts the Wi-Fi signal throughout the space. One access point covers 300 square feet in a sort of doughnut-like shape with the access point at the center.

In most cases, a good rule of thumb is for a venue to start out with one access point placed to optimally cover a comfy seating area, and see how it goes. Additional access points can always be added later to extend the Wi-Fi to other parts of the establishment.

If a venue is larger than 300 square feet, and is really gung-ho on providing Wi-Fi absolutely everywhere on the premises, they may need more than one access point. AWCP can case the joint and make recommendations on how many access points are needed and where they should be placed.

There are a couple of options in getting access points. The easiest option is for the venue owner to go to CompUSA or other retailer and buy one for around \$130. Or, they may be able to scout around for a deal on a new access point from an Internet retailer. The advantage to buying new is getting the newest—and therefore the fastest—model on the market.

Next, they may want to check out used computer equipment retailers locally or online to find a used access point. Wireless access points are relatively new products, and are not readily available used, however, as newer, faster models come out, the older ones will start to show up used. For example, the fastest access points currently run at a G standard. As G standard access points proliferate, the older and slower B standard models are likely to show up in the used market. Buying used might save the venue something in the neighborhood of \$50-\$100.

To sum up, the costs involved with becoming a hotspot are monthly Internet access fee and the price of one or more access points, as well as a dedicated PC.

Get agreement and confirm Venue Information

Ok. So you've discussed the basics of becoming a hotspot, answered all the questions and concerns the venue had, and, congratulations! They want to become a hotspot!

Now, you must gather information to be passed on to the Hotspotters, and facilitate the handoff to the Hotspotters who will do the installation. The information you need to gather is detailed on the Walker checklist and the Hotspot Agreement form found in the Resources section at the end of this document.

Installation, Promotion, Education

Once all pre-requisites are met, the Hotspotters will come install free Wi-Fi. Walkers are not responsible for installation, but they work as a liaison between the venue owner and the Hotspotters to make sure the installation is scheduled when the Hotspotters are available, and at a convenient time for the venue. Usually, the Hotspotters can visit the venue within a few days of agreement!

The Hotspotters set up the dedicated PC and access points, test the network, and make sure everything is working properly. They also make sure a Caretaker has been assigned to the hotspot. Hotspotters will also remind the venue that AWPC is willing to provide presenters if the venue would like to host a promotional event at the venue to inform and educate customers and staff about Wi-Fi.

Support and Maintenance

Once the new hotspot is up and running, the assigned Caretaker will respond to reports of Wi-Fi outage. Walkers are not responsible for ongoing support, but can help the venue make contact with the proper people within AWCP in a pinch.

WALKER RESOURCES

The following items will help you approach venues.

Phone Script

Sample Email

Print Flyer(s)

Venue Information Sheet (required before Hotspotters can operate)

Hotspot Agreement Form (required before Hotspotters can operate)

Answering Common Questions and Concerns

Here is a list of concerns that business owners may have, and which Walkers may need to address when pitching potential hotspots. If you come across a question or concern that is not included here, please send it to the Walker lead. He or she will help you find an answer, and will add both question and answer to future versions of this document.

- **Security**
Wife is not secure. Information is flowing thru the air, and can be sniffed by those who want to get the information—just like a cell phone. There are ways around it, such as using https:// sites (secure sites) which are encrypted, or using VPNs, or just avoiding making sensitive transactions while wireless. The business can have a separate connection to the internet for its sensitive stuff. Wi-Fi does not interfere with this aspect.
 - Question: What is the business' liability if someone got ripped off from using their Wi-Fi?
 - Answer: Every user who logs in is given the opportunity to read the Security Statement that reminds them safe Wi-Fi use is the user's responsibility.
- **Legality**
There are no legal issues to providing Wi-Fi on your business class

internet connection, because you are not reselling it, and business class internet is meant to be used by many users. If worried, tell your ISP what you are planning to do with the access and see what they say. If they have a problem, please alert AWCP.

- **Table Holding/Parkers**

You deal with Wi-Fi parkers the same way you would deal with any parker who is holding a table too long. Your waiters/waitresses will put pressure on people to turn over tables in the appropriate amount of time. Also, wifi-ers do not want to get out their laptops when a place is really busy, and risk getting their equipment spilled on or knocked off a table ... most Wi-Fi users will park and buy coffee or whatever at a time when you would normally not have business at all.

- **Inappropriate Surfing**

Again, you can deal with this in the same way you would deal with any other type of inappropriate behavior or inappropriate reading material on your premises.

- **Support**

AWCP provides a Caretaker Volunteer for each hot spot. They can be contacted when there is any trouble. If customers complain, tell them to contact the caretaker, or that the free service will be back shortly—gently reminding them that it's free, "so don't get your panties in a wad." (That's a genuine Tim Rogers quote!) AWCP will take steps to educate users and staff so that it's a great experience for everyone.

Failure Reasons:

- o Internet goes down—call ISP
- o Access Point fails—simply unplug, replug to reboot
- o Hotspot Server goes down—usually rebooting will heal it
- o Note the Caretaker can take care of all this and more ...

- **Distrust**

Why are you guys doing this? (Distrust, worried about getting scammed) Starbucks, etc. and the large phone companies are trying to lock up Wi-Fi and make it a for pay service, but if we get free Wi-Fi entrenched in our communities, they won't be able to do that. Plus, we help the little guy compete with Starbucks in order to build community. Free Wi-Fi for the People! "Community-based wireless preserves the local culture and boosts the neighborhood economy. Together we can self-provision and self-maintain vast community networks of free Wi-Fi hotspots and transform ourselves from consumers of corporate services to co-creators of a technology that better links us to what matters to us."

- **Health**

The health-risks from free Wi-Fi are an open debate. It's generally believed that cell phone usage, if it's a risk, has to be riskier since you are holding the radio to your head. Most people will be sitting much farther away from the access point than a few inches or even direct contact. You are still more likely to get killed in a car wreck driving to and from a hotspot.

Process Input

Completed Walker sheet delivered to Hotspotters

Process Output

Installed and running hotspot

Hotspot Process

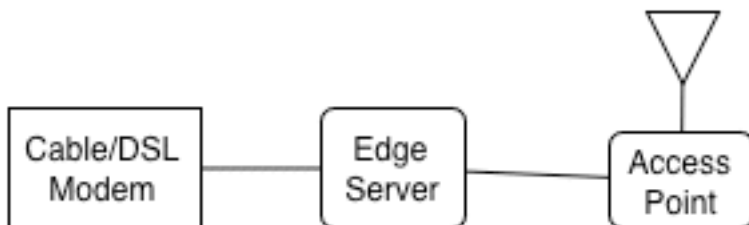
Lead reviews Walker sheet. Must have following information before an installation can proceed:

- Tech Contact for site (person familiar with existing computers/network – name, phone number, email address)
- Access Contact for site (person who can let you in – name, site phone number)
- Backhaul carrier
- IP address information (DHCP, PPPoE, Static). Static assignments must include IP range, subnet mask, address ES should use
- If PPPoE, must have user name and password
- Number of existing computers
- Name and model number of existing network equipment
- Source, manufacturer, and model of AP(s)

BASIC INSTALLATION

Only basic installations will be performed by Hotspotters. Basic installation topologies are outlined below. If the proposed installation does not fall into one of these categories, then the Lead should discuss the network with the Tech Contact to bring the layout in line with one of these, or recommend a Partner in Free Wi-Fi contractor to perform that Advanced Install.

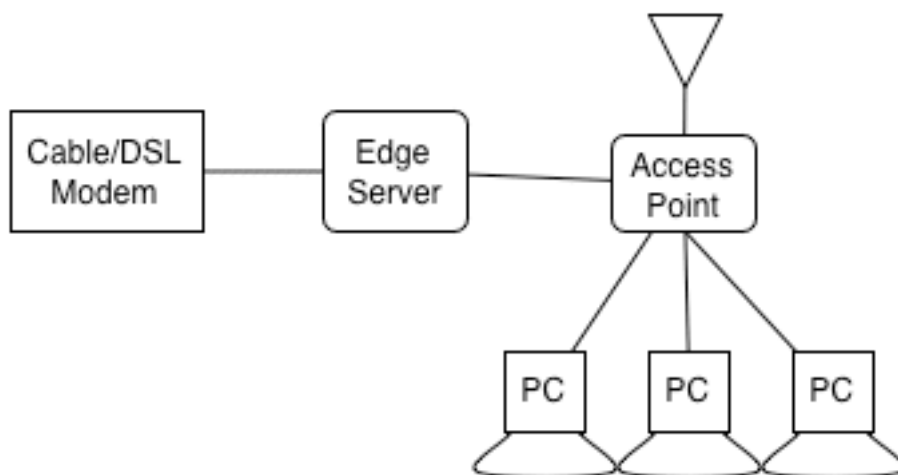
AP, ES



IP address is typically DHCP or PPPoE assigned in this configuration. This is a recommended configuration.

AP, ES, up to three PCs

Note: The PCs in this configuration are NOT part of a POS (Point Of Sale) system, and will be given basic Internet access only. They WILL NOT be firewalled from other wireless users. Customers wanting firewalling from the wireless users or asking for POS integration should be referred to their computer support vendor.

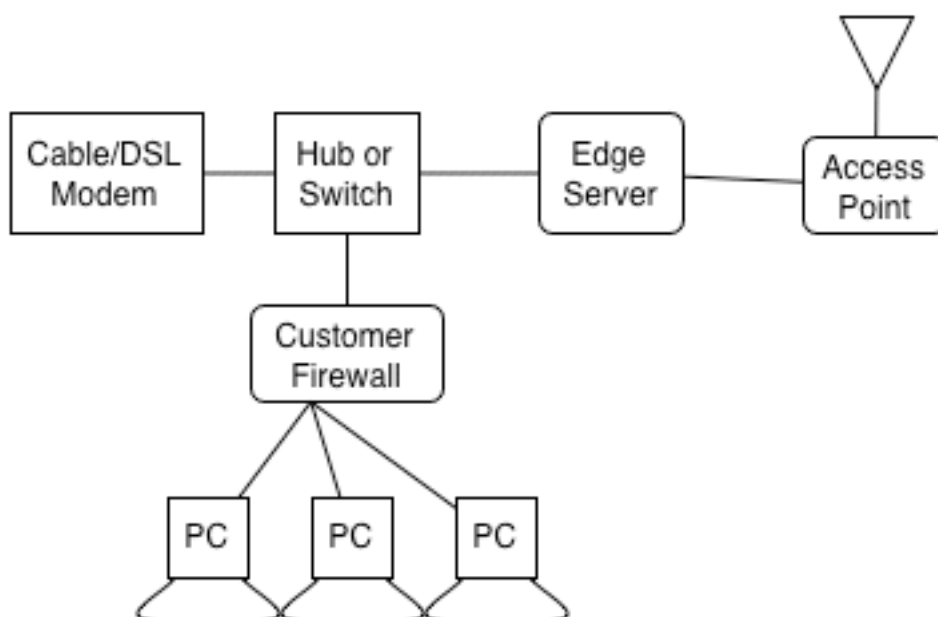


The three PC limit? Most APs have only four port hubs/switches integrated. More machines (up to 9) may be added if the AP has adequate ports or customer has an existing hub.

IP address is typically DHCP or PPPoE assigned in this configuration.

If the machines in this proposed configuration have any business purpose, the Walker should strongly recommend the management contact a Partner in Free Wi-Fi contractor to discuss possible security problems and solutions. If the venue decides to go ahead with the installation in this configuration, Lead must remind Hotspotter team to make sure that the customer understands that the machines on the LAN will have their IP addresses changed, and that any drive mappings or shares may have to be redone, and that it is the responsibility of the management to do this.

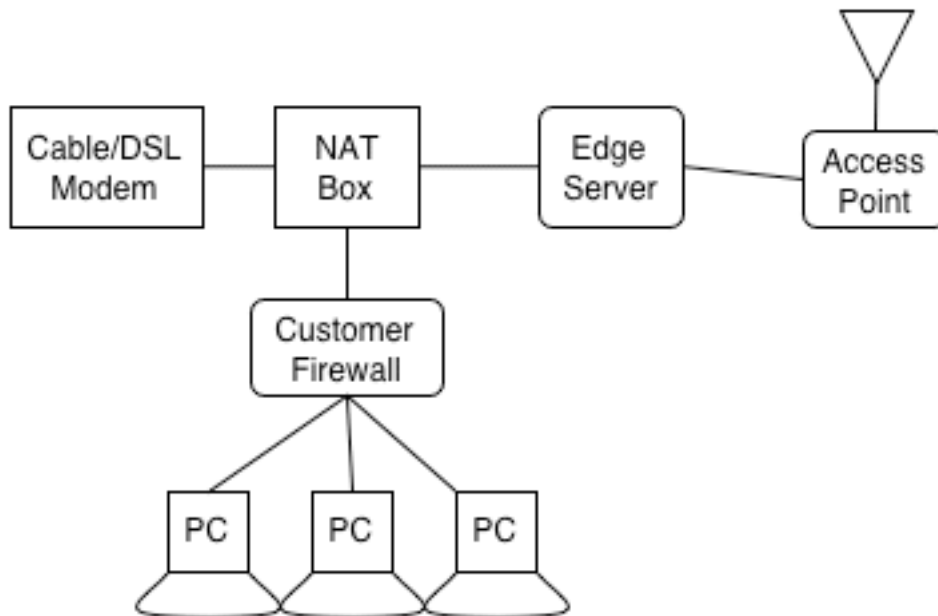
AP, ES, Shared access



This is the preferred, recommended configuration. Requires *two public IP*

addresses. Walker team should have noted them on sheet. If not, Lead must get them from Tech Contact. If Tech Contact is not available, then Lead should recommend a Partner in Free Wi-Fi contractor to the Access Contact to complete survey and collect required information.

AP, ES, Shared access



This is a workable, but **not recommended** configuration. Requires *one public IP addresses and two firewall/NAT devices*. This configuration may lead to occasional problems if two users attempt to go to the same site at the same time.

COMMON PROBLEMS

Lead must review network, looking for possible problems:

- lack of IP addresses
- Aloha or other POS on same LAN as wireless (DON'T DO THIS)
- no contact information
- firewalling problems
- inadequate switch/hub ports
- long cable runs
- more than three cables
- other hunches, bad feelings, etc.

Once all problems are resolved, lead orders and picks up machine from Image Micro.

ORDER MACHINE

Only Lead Hotspotters can order and pick up machines from Image Micro. Send email to Imyers@imagemicro.com and cc rich@lessnetworks.com.

CONFIGURE ES

Lead Hotspotter installs and tests ES.

- install Less Software
- label eth0 and test
- label eth1 and test
- record serial number in Assets sheet
- (v0.9 only) lead confirms that SSID and site URLs are configured on central server.

INSTALLATION

Hotspot teams should be at least two people, one familiar with cabling and networking, the other competent on Linux/vi/network troubleshooting. Third team member if present should be AP specialist.

- Lead notifies jonl@polycot.com to set up new caretaker list.
- Lead notifies Hotspotter list of installation location, date, and time.
- Lead passes Walker sheet, and installation summary with URLs, SSID, IP, PPPoE info to hotspot team for actual installation.
- Lead records installation date and team in Assets spreadsheet
- Hotspot team installs box and AP, confirms all is well.
- Hotspot team updates wiki at <http://www.austinwirelesscity.org/index.cgi/HotSpotMatrix>
- Lead confirms heartbeat, turns info over to Lead Caretaker and cc's Service Coordinator.
- HotSpot team emails address of venue and ES serial number to Lead
- Lead forwards address and ES info to donations coordinator

AP CONFIG STANDARDS

- WEP off
- Radio SSID should be set to venue name, mixed case preferred, avoid use of white space
- Password should be changed to first four characters of venue name concatenated with "less," i.e. "quackless" for Quack's Bakery.
- Any features that prevent the AP from being reconfigured via the radio side should be ENABLED
- Radio IP address should be set to 192.168.1.1
- If there is a DHCP server feature on the AP, it must be DISABLED.

Care Procedures for all Core, Leaders, Principal and Backup Caretakers

A Principal Caretaker should be assigned to each Hotspot. The venue caretaker mailing list should be published on the AWC website as well as the Network Status and Trouble Line phone number (302-3302).

Caretaker Response Process

At each step of the process below, the Responder should email an update to the Caretaker Mailing List for the affected venue, so that other interested parties can stay apprised of the situation.

1. When a problem report is received, the call goes *first* to the Principal Caretaker, who is expected to respond to the problem.

If the Principal Caretaker is unassigned or unavailable, then calls go to the Lead Caretaker and Roving Caretaker as backups who can respond themselves or assign an alternate.

In the text below, the term "Responder" refers to the person assigned by the above protocol.

2. The Responder emails the Caretaker Mailing List for the affected venue to note that a response is in progress (e.g., Resistencia-caretaker@austinwirelesscity.org).

The Responder checks the AWC or Less Networks for contact information and calls the venue to notify them of the problem. If these sites do not have current contact information for the venue, the Responder should determine the information and then report it to the venue caretaker list. For example, if the venue phone number is not listed on the sites, the Responder looks up the number (www.whitepages.com) and notifies the list. A Lead will update the sites.

3. If the Responder confirms via phone call to the venue that wireless service is down, the venue is instructed to reboot the server. (Ideally, the venue should have been trained immediately after the hotspot was placed in service.)
4. If wireless service does not come back up, the Responder visits the venue with a monitor and keyboard and reboots the server. The Responder should update the venue's mailing list with the response progress.
5. If wireless service is still not restored, the Responder contacts (dan@austinwireless.net 923-4741), or Rich (rich@lessnetworks.com or 469-9553) or Chris Boyd (clb@midasnetworks.com or 577-1000).
6. After service is restored, the Responder should send an advisory to the

venue's mailing list. To reduce email traffic, Principal Caretakers should not post to the core@austinwirelesscity.org or caretakers@austinwirelesscity.org lists unless a member of the Core team escalates the discussion to that level.

Caretaker Responsibilities

Caretakers need to be trained so they know how to accomplish the following tasks:

- Reboot the Edge Server.
- Login to the Edge Server with a keyboard and monitor to verify that wireless service is running.
(The core holds and will convey those passwords by word of mouth)
- Train venues to reboot the Edge Server.
- Report bugs.
- Request new features.
- Keep and submit a log of all venue problems including the following information:
 - The date and time the problem occurred.
 - Description of the problem.
 - The venue location (name and address)
 - What actions were taken (and when).
 - Who (name and role) took what actions (and when).
 - The date and time the problem was finally resolved.

AWCP Policies for Caretaker Mailing Lists & Web Update Duties by Leaders

1. Jon Lebkowsky creates and maintains the Caretaker Mailing Lists for the various wireless venues. Each venue has a Caretaker Mailing List named according to the following convention:

*venue*name-caretaker@austinwirelesscity.org

Each mailing list address forwards to the Principal Caretaker and the "Core" operations team:

dan@WireHead.com	Dan Vogler (Lead Caretaker)
clb@midasnetworks.com	Chris Boyd (Lead Hotspotter)
disq@texas.net	Tim Rogers (Lead Walker / Seller)
arun@lessnetworks.com	Arun Chatterjee
rich@lessnetworks.com	Rich MacKinnon

2. The Lead Walker or Lead HotSpotter will update the WEBSITE list(s) on the launch date at any venue that comes live, with Venue name, street address, login URL, AND SSID all on the AWCP Matrix at <http://www.austinwirelesscity.org/index.cgi/HotSpotMatrix>

"CARETAKER NEEDED" WILL HOLD THAT NEW VENUE-taker FEILD OPEN UNTIL;
3. The Lead Caretaker or any Core Leader can find, welcome, assign and add any principal or backup caretaker to those listed two (2) places. Please update BOTH !!

<http://www.austinwirelesscity.org/index.cgi/HotSpotMatrix>
<http://www.austinwirelesscity.org/index.cgi/volunteers>

4. Person doing 2 or 3, Please also, contact Jon Lebkowsy at jonl@polycot.com to create a new venue-name-caretaker@austinwirelesscity.org address to reach all concerned with that venue. The email field venue name should match the data in the AWCP HotSpot matrix followed by a dash.

END CARETAKER, CORE & LEADER PROCEEDURES