

Order form for information and communications technology



Return: Immediately but not later than 4 weeks before the start of the event

Correct as of: 04/2018

Hamburg Messe und Congress GmbH
Customer service
PO box 30 24 80
D-20308 Hamburg

Phone +49 40 3569-7575
Fax +49 40 3569-2138
customerservice@hamburg-messe.de

Event: _____ Hall/Stand no.: _____

Date of event: _____ Exhibitor: _____

- We are ordering on our own behalf
 We are ordering on behalf of the exhibitor. Please issue the invoice to:

Billing address:

Invoice amendments which arise due to incomplete, or incorrect information (billing address, missing purchase order number, etc.) after the start of the event will only be carried out subject to a fee of EUR 50.00

Company name: _____

Street/PO box: _____

Postcode/town: _____ Country: _____

Contact: Mr. Ms. _____

E-mail: _____

E-Mail for electrical invoicing: _____

Phone: _____ Mobile: _____

Fax: _____

Order no. (e.g. SAP, Oracle): _____

- privat person registered entrepreneur (or legal entity with VAT-Reg.-No.)

VAT reg.-No.: _____

Commercial/Company Reg.-No. (non-EU): _____

We order the indicated services and the rental of telecommunications equipment in accordance with the terms and conditions set out below.

Order form for information and communications technology



Item	Description of service	QTY	Price per unit (EUR)
	Internet / LAN		
4001005	<p>Internet access (4 Mbit/s, shared) for up to three connections/terminals Provision of a cable internet connection with 3 static IPv4 addresses and support from our service partners throughout the entire period of use. No additional charges will be incurred. <u>Requirements:</u> functional PC/Mac/laptop with Ethernet network card, operating system with hardware and software already set up or router (with administrator access to setup of TCP/IP protocol). If you bring your own router, please fill out the form for exhibitors own WLAN hardware.</p>	_____	390,37
4001009	<p>Internet access (10 Mbit/s, shared) for up to three connections/terminals Provision of a cable internet connection with 3 static IPv4 addresses and support from our service partners throughout the entire period of use. No additional charges will be incurred. <u>Requirements:</u> functional PC/Mac/laptop with Ethernet network card, operating system with hardware and software already set up or router (with administrator access to setup of TCP/IP protocol). If you bring your own router, please fill out the form for exhibitors own WLAN hardware</p>	_____	596,37
4001017	<p>Surcharge for public IP (only available in combination with item 4001005C or 4001009C)</p>	_____	46,35
4002001	<p>Internet access for an additional terminal (4/10 Mbit/s, shared) Integration of an additional exhibitor computer into an existing multi-workstation Internet solution (increased number of terminals). Requirements: Windows 98, 2000, NT 4.0, XP, Vista, Mac OS X 10.5 (TCP/IP protocol and Internet browser)</p>	_____	87,55
	Wi-Fi		
	<p>Wi-Fi on the stand Provision of Wi-Fi on the stand to provide Internet to users. Distribution is limited to certain square metres. The 5 GHz frequency band will be used to ensure the maximum possible performance. The speed for individual users is 4-16 Mbits/s depending on the level of use and logged on users. An individually adapted SSID (network name) and PSK (password) will be handed over.</p>		
4001030	<input type="checkbox"/> 100 m ² for simultaneous use of 50 end devices	_____	749,00
4001031	<input type="checkbox"/> 200 m ² for simultaneous use of 80 end devices	_____	949,00
4001032	<input type="checkbox"/> 300 m ² for simultaneous use of 100 end devices	_____	1.149,00
	<p>Wi-Fi for end device Provision of Wi-Fi access data for a certain maximum of end devices. This applies to the full duration of the event including the official set up day and first dismantling day. Internet access can be used in all halls used for the event. The 5 GHz frequency band will be used to ensure the maximum possible performance. The speed for individual users is 4-16 Mbits/s depending on the level of use. A predefined SSID (network name) and PSK (password) will be handed over.</p>		
4001033	<input type="checkbox"/> up to 10 end devices	_____	449,00
4001034	<input type="checkbox"/> up to 25 end devices	_____	749,00
4001035	<input type="checkbox"/> up to 50 end devices	_____	849,00
4001036	<input type="checkbox"/> up to 100 end devices	_____	1.349,00
4001037	<p>Wi-Fi-LAN adapter The adapter can be used for end devices without Wi-Fi. This adapter connects wired end devices with the Wi-Fi. Every end device integrated with an adapter counts as one user.</p>	_____	250,00

The prices quoted above are net prices which are subject to value added tax.

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Item	Description of service	QTY	Price per unit (EUR)
4002002	Multimedia computer incl. software (<input type="checkbox"/> German, <input type="checkbox"/> English) Provision of a computer incl. 19" TFT display, mouse, keyboard, network card, Windows Vista and MS Office Standard 2007, including function test and support from our service partners throughout the entire period of use. Requirements: a LAN and Internet connection is not included and must be ordered separately.	_____	216,30
4002003	Laptop (<input type="checkbox"/> German, <input type="checkbox"/> English) (keyboard only available with German layout) incl. software Provision of a laptop with a 15" display, network card, Windows Vista and MS Office Standard 2007, including function test and support from our service partners throughout the entire period of use. <u>Requirements:</u> A LAN and Internet connection is not included and must be ordered separately.	_____	226,60
4002004	Office laser printer Included: provision of a black and white laser printer with USB and LAN connection, two paper feeds (incl. 150 sheets of paper for each), a minimum speed of 20 pages a minute and support from our service partners throughout the entire period of use. Requirements: a LAN and Internet connection is not included and must be ordered separately.	_____	159,65
4002006	Office laser printer (colour) Provision of a colour laser printer with USB and LAN connection, two paper feeds (incl. 150 sheets of paper for each) a minimum speed of 10 pages a minute and support from our service partners throughout the entire period of use. Requirements: A LAN and internet connection is not included and must be ordered separately.	_____	190,55
4001004	Subscriber connection with phone, digital* Provision of a digital subscriber connection with corded phone system, 1 phone number per stand, incl. PNT-E, function test and support from our service partners throughout the entire period of use.	_____	166,96
4001003	Subscriber connection, digital* Provision of a digital subscriber connection with 1 phone number per stand, incl. PNT-E, function test and support from our service partners throughout the entire period of use. <u>Requirements:</u> A phone is not provided. DSL is not available through this connection.	_____	140,29
4001002C	Subscriber connection, analogue (a/b)* Provision of an analogue (a/b) subscriber connection with 1 phone number per stand, incl. TAE socket, function test and support from our service partners throughout the entire period of use. Requirements: a phone is not provided. DSL is not available through this connection. <input type="checkbox"/> We require an RJ45 socket <input type="checkbox"/> We require an RJ12 socket	_____	128,75
4001001	Plain-paper fax machine * Provision of a fax machine with 100 sheets of A4 paper incl. TAE connection (1 phone number), system connection, function test at exhibitor's stand and support from our service partners throughout the entire period of use.	_____	195,70
4090800	PC-Support (at charge for customers) Services in case of failure and support for components of HMC customers that are not included in the provided services.	_____	on effort
4090999	Additional services on request	_____	on request

* EUR 0.15 per unit/unit length determined by provider | The prices quoted above are net prices which are subject to value added

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Other conditions:

1. Complaints must be made by the first day of the event and will only be met by amendments. 2. Prices cover rental of the material supplied as well as assembly and dismantling, safety maintenance on all event days, all transport and storage for the duration of the event. 3. No charge shall be made for cancellations up to four weeks before the start of the event (determined by date on which notice of cancellation is received by organiser). The full price shall be charged if notice of cancellation is received after this cut-off point. Notice of cancellation must always be given in writing. 4. The prices quoted shall apply until four weeks before the start of the event (order deadline). **An express surcharge of 20% shall apply after this deadline.** 5. Invoice amendments which arise due to incomplete, or incorrect information (billing address, missing purchase order number, etc.) after the start of the event will only be carried out subject to a fee of EUR 50.00. 6. Invoices are payable immediately on receipt and encompass the services actually rendered on site. These will be documented separately in the case of deviations. Your payments should indicate the event, invoice number, reg. number and/or stand number at the Hamburg Messe und Congress GmbH, and should be paid to account number 0228 130 000 at the HSH Nordbank AG, sort code 210 500 00., BIC: HSHNDEHH IBAN: DE10 2105 0000 0228 1300 00. Please include the name of the event, the invoice number, and the registration/booth number. 7. For services that involve the renting out of items, the customer shall be held liable from the start of the delivery of the rental item to the trade fair/exhibition stand; the liability for the rental item shall end with the collection of the rental item by the service partners, even if the customer already left the stand. (see form insurance).. 8. The organiser has the right to engage qualified third parties (sub-contractors, freelancers) as vicarious agents to assist in carrying out individual services in part or in whole, if this is in the interests of the exhibitor. This does not constitute a contractual relationship between the exhibitor and the third party. 9. The place of jurisdiction for both parties shall be Hamburg. 10. Furthermore, our General Terms and Conditions for Services (see www.hamburg-messe.de/downloads or www.cch.de/download) are part of the contract.

Place, date

Legally binding signature and company stamp

If you would like to pay by credit card please provide the following information:

- Yes, we will pay by credit card.**
- only this order**
- this order and all other subsequent orders**
- EUROCARD/MasterCard VISA Diners AMERICAN EXPRESS

Card number: _____ Card verification number: _____

Expiry date: _____ Cardholder: _____

Place, date

Legally binding signature

These General Terms and Conditions of Business for Internet Access („Internet Access Terms“) govern the contractual relationship between the customer (exhibitor, event organiser and other users) and Hamburg Messe und Congress GmbH (HMC hereinafter) within the scope of orders placed for „Internet Access“ or any other provision of wireless- or cable-based Internet access. All performances will be provided on the basis of these Internet Access Terms. These terms constitute a major integral part of the contract that governs the contractual relationship between HMC and the customer.

It will be the customer's duty to instruct in full and in a binding manner all further users also allowed to use the Internet access provided by HMC within the framework of the customer's events in accordance with these Internet Access Terms and to ensure that such users comply with them.

These Internet Access Terms by HMC will apply exclusively; other terms by the customer that contradict or deviate from these Internet Access Terms will not be recognised by HMC unless it has given its express consent to their application. These Internet Access Terms will also apply even if the performance was provided in awareness of terms that contradict or deviate from these Internet Access Terms.

1. Performance availability

- 1.1. It cannot be guaranteed that it will be possible to provide individual performances completely free of interruption, in particular that connections may be established at any time and that specific data throughputs may be maintained on a continuous basis, particularly as such depend on factors that are beyond the sphere of HMC's operations.
- 1.2. HMC will guarantee the technical availability of the network („connectivity“) using HMC's servers at an annual average of 98.5%. This availability relates exclusively to the operation of HMC's software and hardware. The customer will be obliged to immediately notify HMC in writing (email will suffice) of any apparent disruptions or interruptions to this availability.
- 1.3. HMC may limit or block access to its performances to the extent that the reliability of network operations, the maintenance of the network integrity and, in particular, the prevention of serious disruptions to the network, software, stored data, service interoperability or data protection requires such measures.

2. Internet access

- 2.1. To the extent that HMC provides access to use its data and information network and the Internet, such access will be provided exclusively through network components preset by HMC and HMC's infrastructure. Access to HMC's WLAN will be realised either through entering the provided access data in the WLAN login area or by entering the access code (voucher) in the browser on the WLAN portal page.
- 2.2. HMC will not guarantee the functioning of an Internet connection or that specific transfer rates will be achieved.
- 2.3. The customer will only be permitted to allow several persons to simultaneously use the Internet access provided by HMC if an order was placed for an Internet solution for multiple users. The customer will, in particular, only be entitled to introduce its own components subsequent to prior written consent by HMC (e.g. creation of its own networks downstream of HMC's Internet connection, routers, WLAN, etc.). A WLAN-capable end device will be necessary to use the wireless access. A WLAN-capable end device complying with the 802.11 a/b/g/n standard and Web browser (e.g. Internet Explorer, Safari, Firefox, Opera, etc.) or smartphone will be required. The end device's wireless adapter must be activated.
- 2.4. Data is currently only transferred over the Internet using the protocols and standards based on TCP/IP (Transmission Control Protocol/Internet Protocol). The data, files, programs, texts, images, video and audio files the customer transfers

to or from the Internet access will not be subject to any monitoring by HMC, they will, in particular, not be monitored to determine whether they contain harmful malware (e.g. viruses, etc.).

- 2.5. HMC will not guarantee the correctness or completeness of information and contents procured through HMC's Internet portal or from third parties.
- 2.6. The customer's attention is expressly drawn to the risks associated with access to the Internet (e.g. data espionage, loss of data caused by viruses, damage to hardware caused by attacks from the Internet, etc.). The customer must itself implement precautions against such risks, in particular, by regularly backing up its data.
- 2.7. Sensitive data must be encrypted or otherwise suitably protected against unauthorised access by third parties. The wireless connection between HMC's WLAN and the customer's end device will not be encrypted. It cannot therefore be ruled out that other people may gain access to the data being transferred. The customer will itself be responsible for encrypting the data (e.g. https, VPN). HMC will not be liable if such data is stolen and abused. Data will be transferred via the Internet exclusively at the customer's risk.
- 2.8. HMC will store the legally specified usage data for six months in accordance with Paragraph 113 Telekommunikationsgesetz (TKG – German Telecommunications Act). Data will only be released in response to a court order.
- 2.9. The customer is prohibited from permitting third parties to use the Internet access on a commercial basis or in any other form against payment.

3. Customer duties

- 3.1. The network or Internet services operated over the network, e.g. www (World Wide Web), email, news, Gopher or Telnet, may in any form only be used in compliance with the statutory provisions and within the scope of the performances granted to the customer on the basis of the contract.
- 3.2. This, in particular, means that no contents may be transmitted, received or distributed over HMC's network if to do so would constitute a criminal offence, e.g. sedition (Paragraph 130 Strafgesetzbuch (StGB – German Criminal Code), banned extreme right- and left-wing propaganda or the violation of personal rights, e.g. insults, defamation or libel (Paragraphs 185-189 StGB), the distribution of pornographic contents (Paragraph 184 StGB) or the violation of third-party rights, e.g. name rights, personal rights, copyrights, legal competition and trademark rights. The legal provisions governing data protection and the protection of the privacy of third parties must be observed to the same extent.
- 3.3. Insofar as HMC makes it possible for the customer to create a Web site on the Internet, the customer must guarantee that it does not design the Web site in such a way that HMC's network and connected networks and third-party networks suffer disruption or modification, that the Web site does not include any illegal or immoral contents, that it does not refer to such, that it does not include any contents that are covered by the Jugendschutzgesetz (JuSchG – German Youth Protection Law) or that otherwise could lead to the well-being of children and adolescents suffering adverse effects or that could otherwise morally endanger children and adolescents, that suitable technical measures have been implemented to prevent such from being conveyed to minors and coming to the attention of minors, that the contents do not violate the rights of third parties, in particular, national or international copyrights and industrial property rights, e.g. trademarks, industrial designs and patents, or the personal rights of third parties, and that the customer possesses the necessary official permits insofar as it offers performances or merchandise through the Web site.
- 3.4. The customer will be solely responsible for the contents provided and references to other contents made on its Web site. For HMC, such contents constitute external contents as set out in

the Telemediengesetz (German Telemedia Act). In this regard, HMC will not be obliged to monitor the customer's contents and to determine whether these include illegal or immoral contents insofar as other legal regulations do not oblige HMC to do so. The customer must at its own risk and cost fulfil all the necessary requirements punctually, in particular, professional requirements and technical facilities, such as hardware, software or other functionalities, which are necessary for the proper provision of the respective performances by HMC. If not otherwise agreed, HMC will not provide any guarantee that the customer's functional demands made on HMC's performances will be fulfilled by the conditions created by the customer.

- 3.5. The customer will in particular be responsible for
- insofar as the customer has requested HMC to install technical facilities, granting HMC's staff or vicarious agents access by prior agreement to the premises in which the technical facilities are to be installed and to provide all the information and materials necessary for the proper provision of performances by HMC;
 - insofar as installations have been ordered, naming one or several contact partners to HMC who will be available to HMC and who have been authorised to make the binding declarations on behalf of the customer that are necessary within the scope of the provision of performances,
 - using only such technical facilities that comply with the relevant regulations and that HMC's network, the networks connected to it or third-party networks will not suffer adverse effects or modification.
- 3.6. In the event that the customer does not fulfil its duties of cooperation, the customer must separately compensate HMC for the wasted additional effort and expense – which includes all costs of provision for material and personnel – caused by the duties of cooperation not being fulfilled.
- 3.7. The customer must also refrain from any illegal, non-contractual or abusive utilisation of performances by HMC. The customer must in particular
- refrain from interventions into HMC's networks or networks connected to it, from modifying the physical or logical structure of the software or operating systems and from using facilities, software or other measures which could lead to such modifications;
 - refrain from distributing harmful malware or other programs (e.g. viruses, worms, Trojans, etc.) through HMC's performances,
 - refrain from excessive use of other measures that as a starting or end point may be suitable for causing disruptions to HMC or for disrupting, impairing or partially or entirely stopping the provision of performances to third parties by HMC;
 - refrain from analysing safety precautions (on all systems, networks, hosts, accounts or other subsystems) employed by HMC, HMC's customers or other Internet users for the purposes of finding security gaps („port scan“);
 - refrain from putting the on-going operation and system security of HMC's network and other networks connected to it at risk and from circumventing security regulations („hacking“, „cracking“);
 - refrain from intervening in services („denial of service attacks“);
 - refrain from using peer-to-peer networks;
 - refrain from molesting or threatening third parties by uploading or forwarding chain letters („junk mail“, „spam“), from making accessible, transferring or distributing contents that are pornographic, that glorify violence and war and that are harmful to minors and from launching, holding available, storing or making accessible contents that incite to racial hatred, advertise terrorist organisations, call for criminal

offences to be committed, that are libellous or that include other illegal or immoral contents and from simply linking to such contents or materials;

- must refrain from procuring, installing, using, running or making available software, files, information or other contents relating to HMC's performances for which it does not possess the necessary rights or which violate the rights of third parties, in particular, national or international copyrights or industrial property rights, e.g. brands, industrial designs, or the personal rights of third parties or from procuring access to information that is not meant for the customer;
 - and refrain from all acts and behaviours that possess an effect or direction that is comparable with that of the behaviours set out above.
- 3.8. HMC will be entitled to block access to illegal or immoral contents provided by the customer at any time without prior notice and to exclude the customer from using HMC's performances in such cases. The customer will not be entitled to make any claims to compensation in the event of such blockage or exclusion being justified.
- 3.9. Insofar as the customer otherwise breaches the above duties set out by HMC, HMC will be entitled to partially or entirely exclude the customer from using the respective performances provided by HMC and to quit the contractual relationship for cause. The claim to payment will remain unaffected by this.
- 3.10. The customer will bear all the costs related to the loss of or damage to a system component provided by HMC. The system components will remain the property of HMC. The costs for equipment that the customer requires as a result of its hardware and software will be borne by the customer. HMC will not be obliged to provide or procure such equipment.

4. Disruptions to performances / customer services

- 4.1. Unforeseeable events, such as force majeure, measures by the authorities, failure of telecommunications connections and other unavoidable disruptions and events that lie beyond HMC's sphere of influence and for which HMC is not responsible will relieve HMC from its duty of punctual performance for their duration. The customer will be immediately and appropriately informed of the occurrence of the disruption or the event by HMC. The claim to payment will remain unaffected by this.
- 4.2. The customer will be obliged to immediately notify HMC of any recognisable defects or disruptions and to implement measures within reason that allow the defects and their causes to be determined or the facilitation and acceleration of their elimination. Liability for damage resulting from late notification of the disruption or defect will not be assumed.
- 4.3. HMC will within an appropriate period of time eliminate disruptions and other defects within the scope of what is currently technically, economically and operationally reasonable and possible.
- 4.4. The customer will be entitled to make a pro-rata deduction based on the duration of the event if HMC is responsible for a disruption or defect and the disruption or defect exists for a period exceeding 50% of the official hall-opening times/day.
- 4.5. The customer will be obliged to reimburse to an appropriate extent the costs incurred for analysis to HMC insofar as not otherwise agreed if the customer was itself responsible for the disruption or defect for which a complaint was made or if no disruption or defect actually existed.
- 4.6. HMC will offer customer services to the customer. These will include an on-site service.

5. Liability

- 5.1. HMC will in the event of gross negligence only be liable for the culpability of its legal representatives and executive employees unless material contractual obligations have not been fulfilled or injury to life, limb or health has occurred.

- 5.2. HMC will only be liable for minor negligence in the event of material contractual obligations not being fulfilled or injury to life, limb or health has occurred.
- 5.3. Irrespective of the legal basis, HMC will only be liable for the foreseeable damage the occurrence of which could have typically been anticipated.
- 5.4. To the extent that HMC is liable for minor negligence, liability will be limited to 500.00 euros.
- 5.5. HMC's liability regardless of negligence or fault for already existing defects as set out in Paragraph 536 a 1 Bürgerliches Gesetzbuch (German Civil Code) is expressly ruled out. HMC will to this extent and in particular not be liable for the exhibited materials or stand equipment and any consequential damages suffered by the customer.
- 5.6. HMC will not be liable for disruption or interruptions to its performances insofar as such are unavoidable in cases of force majeure or result from events for which HMC cannot be held responsible.
- 5.7. HMC is not able to influence the information and services provided on the Internet by third parties. HMC will assume no liability for such information and services and any damage resulting from such information and services.
- 5.8. The customer will bear full responsibility for any cases of abuse related to the illegal use of HMC's WLAN by the customer itself or participants in its events and will release HMC from all claims by third parties resulting from such abuse.
- 5.9. The customer will itself be directly liable to third parties for violations of third-party rights. This applies, in particular, to copyright violations. Insofar as the customer does not fulfil its contractual duties or otherwise uses the Internet connection for illegal purposes and violates the rights of third parties, it must release HMC from all claims by third parties and reimburse HMC for all the costs incurred for legal defence insofar as it is responsible for the violation. The customer must provide proof that it is not responsible for the violation.
- 5.10. Any personal access data (including passwords) provided may not be passed on to third parties and must be kept in such a way that it is protected from being accessed by third parties. Insofar as it is necessary within the scope of the customer's activities, access data may be passed on if HMC has given its prior written consent. The responsibility for the use of the Internet connections will in such cases expressly remain with the customer. The customer must immediately inform HMC if justification exists for the assumption that unauthorised persons have acquired knowledge of the access data.

6. Data protection

If you use HMC's free-of-charge WiFi, we receive the following data from you: First name and Family name, E-mail address. We use your data for purposes of customer service, in particular to e-mail you event-specific information on the events you are attending. This is effected in strict compliance with the data protection legislation in force at the relevant time.

If you use a Premium Account (available on payment), these data will also be processed by HMC or by a service partner under contract with HMC for the purpose of executing the contract.

You have a right to **information, correction, deletion or blocking** of your personal data. If you request deletion of your personal data stored by us, this request will be met immediately provided that this does not conflict with documentation or data retention obligations. You can raise **objection** at any time to the use of your data for the purposes set out above datenschutz@hamburg-messe.de, or withdraw any consent given datenschutz@hamburg-messe.de

Further information on data protection can be found at www.hamburg-messe.de/en/privacy-policy
Our data protection officer can also be contact at this link.

7. Final provisions

- 7.1. Should one of the provisions within these Internet Access Terms be ineffective or impracticable or should it become so, this will not affect the effectiveness of the other provisions within these Internet Access Terms. In such cases, the parties will be obliged to agree an effective and practicable provision that corresponds as far as possible to the purpose of the provision to be replaced in the sense of these Internet Access Terms; the same applies to any loopholes in these Internet Access Terms.
- 7.2. The place of fulfilment for both sides is Hamburg. The place of jurisdiction is Hamburg insofar as the contract partner is a business person, a body organised under public law, a special fund under public law or does not possess a general domestic place of jurisdiction. HMC, however, reserves the right to also take legal steps at the contract partner's general place of jurisdiction.
- 7.3. The Internet Access Terms are subject exclusively to German law on exclusion of international private law and the United Nations Convention on Contracts for the International Sale of Goods.

The Internet Access Terms are also located at www.hamburg-messe.de and www.cch.de from where they may be downloaded.

Information and communications technology



Correct as of: 04/2018

Fax machines

Plain-paper fax machines will be connected via an analogue extension (a/b). It is not necessary to order a separate data connection. A single batch of approx. 100 sheets of A4 paper will be supplied.

Data connections

Analogue

You can use your own analogue appliance with the analogue connection. This gives you one telephone number.

The connection is always fitted with a TAE socket.



Please make sure your appliance connection cables have the correct plug sockets!



On request, we can also install RJ45/RJ12 sockets.



The TAE socket offers two connection options. The analogue connection can only be used for outgoing data transmission at the same time. Any analogue appliances of your own must be compatible with extensions. A "0" must be dialled or programmed in front of the number for all outgoing calls.

ISDN

One number will be provided for each ISDN connection. The activated ISDN subscriber connection will be installed with a data transmission rate of up to 64 kbit/sec. Channel packing up to 128 kbit/sec. is possible and should be arranged by the exhibitor. A "0" must be dialled or programmed in front of the number for all outgoing calls.

Internet access (ISDN card or analogue modem)

We offer the following different selection criteria for establishing Internet access:

You bring your own PC, have your own provider and can configure your computer accordingly.

Please note the following:

Hardware requirements: Your computer must be fitted with either an ISDN card or an analogue modem. Please check your PC's system control for compliance. In line with the hardware installed, use form 4.010 to order either an analogue data line or a digital data line. 2 devices can access each data line simultaneously (when channel bundling is inactive).

Software requirements: Your computer has the necessary software ready for use. Providers requiring a fee pulse cannot be used! Please also see the section concerning private telecom service providers.

On-site configuration: Dial "0" for an outside line. You need to dial "0" before your provider's dial-up number for an outside line. The setting "wait for dialling tone" must be deactivated for an Internet access via modem. Please make sure your PC connection cable has the correct plug socket!

Internet access (ethernet network card)

Provision via network cable with RJ45 connector. In case of a multi-user solution you will be provided with a switch for connecting up to 3 terminals. In order to use the installed internet connection, please provide data on "static IP-addresses". During assembly, you will receive an information sheet with the static IP-addresses allocated to you for the ordered 4/10 Mbit connections. Please let us know if your contact person for technical issues requires these data beforehand for configuration.

For the installation of the internet access the following conditions must be met:

- You bring your own pc/notebook with you
- Hardware requirements: your computer must be equipped with an ethernet network card 10 / 100 / 1.000 Mbit
- Software requirements: your computer must be equipped with the required software ready for use
- Rights on your system: you must have all rights required for changing/configuring the network configurations (IP-address, subnet mask, gateway and DNS-server) in your hardware



DSL connection

Please note that a DSL connection is not possible for technical reasons.

Telephone numbers and charges

You will be allocated one telephone number with a 4-digit extension number per subscriber connection +49 40 3569-1234. Dial "0" to make external calls. Please remember to use this setting especially when accessing the Internet via a modem and when using your own card readers. Calls are charged at EUR 0.15 per unit. Unit frequency is based on the current rates of HMC's provider. Internal calls via the 4-digit extension number are free of charge.

Private telecom service providers

Providers requiring call-by-call or pre-selection dialling (usually using the prefix 010XX) will not function on the connection detailed above because no charge pulse is transmitted. This applies particularly to Internet service providers whose telephone charges are inclusive. Phone numbers with the code 0190 XX/ 0900 XX are blocked.

Service

Our team is available throughout the duration of the event. For further information please contact the exhibitor service on +49 40 3569-7575.

Registration of the exhibitor's own w-lan access point



Return: Immediately but not later than 4 weeks before the start of the event

Correct as of: 04/2018

Hamburg Messe und Congress GmbH
Customer service
PO box 30 24 80
D-20308 Hamburg

Phone +49 40 3569-7575
Fax +49 40 3569-2138
customerservice@hamburg-messe.de

Event: _____ Hall/Stand no.: _____

Date of event: _____ Exhibitor: _____

- We are ordering on our own behalf
 We are ordering on behalf of the exhibitor. Please issue the invoice to:

Billing address:

Invoice amendments which arise due to incomplete, or incorrect information (billing address, missing purchase order number, etc.) after the start of the event will only be carried out subject to a fee of EUR 50.00

Company name: _____

Street/PO box: _____

Postcode/town: _____ Country: _____

Contact: Mr. Ms. _____

E-mail: _____

E-Mail for electrical invoicing: _____

Phone: _____ Mobile: _____

Fax: _____

IT contact person: Mr. Ms. _____

E-mail: _____

Phone: _____

Order no. (e.g. SAP, Oracle): _____

- privat person registered entrepreneur (or legal entity with VAT-Reg.-No.)

VAT reg.-No.: _____

Commercial/Company Reg.-No. (non-EU): _____

Registration of the exhibitor's own w-lan access point



Dear exhibitor,

your WiFi registration and the associated WiFi planning we provide helps us ensure that all the WiFi networks work together optimally while guaranteeing the associated service quality on the exhibition site. Registration is obligatory. Your WiFi registration covers the following components provided by our service team:

- Inclusion in the WiFi planning
- Definition of your WiFi configuration by Hamburg Messe und Congress GmbH:
 - Generation of the WiFi name (SSID)
 - Channel allocation
 - Transmission power

To prevent faults, it is important that you set up this configuration on your hardware before commissioning the WiFi.

If you have ordered the W-Lan Access Point product (article no. 4001024 or 4001025) with the Internet Service, registration will already have been included. In this case you do not need to do anything further regarding registration.

Please note that you will need a 4 or 10 MBit Internet connection (article no. 4001005C or 4001009C) in order to operate your own access point.

Art.no.	Service specifications	Quantity	Charge / EUR
4001026	Charge for registration of own WiFi access point at the stand	_____	72,10

Please let us know the quantity and the preferred name of your WiFi (SSID). Hamburg Messe und Congress GmbH will then generate the final SSID based on the following pattern (example: Preferred_SSID_A1_Stand 5).

Preferred SSID: _____

We will provide you the WiFi configuration data (SSID + channel + transmission power) prior to the event.

Other orders:

- Configuration support for exhibitor's own WiFi access point at the stand by a WiFi specialist from HMC (EUR 75.00/hour). Please keep the internal IP address of the device and access data at hand for the administration.

Technical parameters:

Please only use one access point per stand. The WiFi must conform to the WiFi standard in the 2.4 GHz band as per IEEE-802.11g / IEEE-802.11n with a maximum signal width of 20 MHz (144 Mbit/s). Only channels 1.6 and 11 may be used in this respect. The exhibitor's own SSID must be visible and must contain the stand number. Only WiFi routers in the 5 GHz range with DFS and TPC function may be used. Channel bonding is not permitted. The radiated transmission power may reach no more than a maximum of 80 mW at the edge of the stand. The WiFi provided by you may be used only to provide access for you and your customers at your stand. You are not allowed to provide WiFi access to a wider group of users or sell it to customers/third parties. You must store data „in the router in the network settings area“ in order to be able to use the WiFi access point that you operate. So please ensure that you have all the necessary information and authorization to configure these settings.

Due to technical restrictions and pre-configurations of the devices we can not guarantee the success of the configuration. For a 100 percent assured service, we recommend that you use the standard WiFi provision offered by Hamburg Messe und Congress GmbH.

The customer affirms the correctness of the information he provided. The customer also acknowledges that Hamburg Messe und Congress GmbH will be entitled to block access if false or incomplete information has been provided.

Registration of the exhibitor's own w-lan access point



Other conditions:

1. Complaints must be made by the first day of the event and will only be met by amendments. 2. Prices cover rental of the material supplied as well as assembly and dismantling, safety maintenance on all event days, all transport and storage for the duration of the event. 3. No charge shall be made for cancellations up to four weeks before the start of the event (determined by date on which notice of cancellation is received by organiser). The full price shall be charged if notice of cancellation is received after this cut-off point. Notice of cancellation must always be given in writing. **4. The prices quoted shall apply until four weeks before the start of the event (order deadline). The price shall then increase to EUR 129.78.** 5. Invoice amendments which arise due to incomplete, or incorrect information (billing address, missing purchase order number, etc.) after the start of the event will only be carried out subject to a fee of EUR 50.00. 6. Invoices are payable immediately on receipt and encompass the services actually rendered on site. These will be documented separately in the case of deviations. Your payments should indicate the event, invoice number, reg. number and/or stand number at the Hamburg Messe und Congress GmbH, and should be paid to account number 0228 130 000 at the HSH Nordbank AG, sort code 210 500 00., BIC: HSHNDEHH IBAN: DE10 2105 0000 0228 1300 00. Please include the name of the event, the invoice number, and the registration/booth number. 7. For services that involve the renting out of items, the customer shall be held liable from the start of the delivery of the rental item to the trade fair/exhibition stand; the liability for the rental item shall end with the collection of the rental item by the service partners, even if the customer already left the stand. (see form insurance).. 8. The organiser has the right to engage qualified third parties (sub-contractors, freelancers) as vicarious agents to assist in carrying out individual services in part or in whole, if this is in the interests of the exhibitor. This does not constitute a contractual relationship between the exhibitor and the third party. 9. The place of jurisdiction for both parties shall be Hamburg. 10. Furthermore, our General Terms and Conditions for Services (see www.hamburg-messe.de/downloads or www.cch.de/download) are part of the contract.

Place, date

Legally binding signature and company stamp