Deutsche Messe AG
Hannover

WIRELESS LAN FAQ

(covering the year 2004 — status: 22 January 2004)

Dear Customer,

We have taken all the questions and experiences regarding our Wireless LAN network at the Hannover Exhibition Grounds last year and distilled them into the following list of frequently asked questions (FAQ), sorted by topic.

We hope that this information will be of use to you either before or during a visit to one of our shows!

Table of contents:

1. Technical background on the WLAN

1.1 General information

What type of network will be available at which event?
For all events taking place in 2004, the Wireless LAN (WLAN) at the Hannover Exhibition Grounds will be based on network standard IEEE 802.11b, supporting up to 11 Mbit/s in the open 2.4GHz band.

1.2 Availability

In what parts of the exhibition site is the WLAN available?
Over 200 access points have been installed throughout the exhibition grounds, guaranteeing WLAN availability in all of the exhibition halls as well as the Information Center (IC), the Convention Center (CC) and the Press Center.

PLEASE NOTE: The WLAN is **not** available at the open-air or other outdoor sites, including any outdoor pavilions. In addition, the WLAN is not available at the entrance gates or in entrance halls, nor is it available in Deutsche Messe AG administration buildings!

1.3 Interference

What can I do to make sure the trade show WLAN causes as little interference as possible to my own access points at our company stand?
If you plan to operate your **own** WLAN at your indoor company stand, there will inevitably be a certain amount of interference among the different WLANs. See 1.3.1 below for the best available remedies.

1.3.1 What channels does the Deutsche Messe WLAN use?

The Wireless LAN at the Hannover Exhibition Grounds uses channels 1, 5, 9 and 13. To avoid any overlaps, please avoid using these channels for your own access points.

1.4 WLAN security settings

1.4.1 Can I encrypt data transmission?

An SSL certificate is used to encrypt your login data when it is transmitted to the platform or, in the case of roaming connections, to your roaming partner. The WLAN connection to roaming platforms is additionally protected by a firewall and a VPN tunnel, which prevents any interception of login data from the public Internet. In addition every user has the option of installing a VPN client from Nortel on his or her own terminal device, thus ensuring the highest level of protection currently available for wireless transmission.

1.4.2   How do I connect to the WLAN using a VPN client?

From your terminal device you can download and install Nortel's VPN client after answering a few questions (this is necessary due to the export restrictions that apply to encryption programs). You must have administrator rights for the terminal device in order to install the program.
The provider selection portal contains detailed instructions on how to configure the VPN client.

1.5 WLAN user features

Internet access

1.5.1   Will I be assigned an official IP address?

Private IP addresses are allocated to end users via DHCP. If the user employs a fixed IP address, the access gateway will dynamically allocate an address taken from the pool of private addresses when the Internet connection is made.

All conventional VPN clients support NAT — i.e. the use of private IP addresses in an Internet gateway. For VPN clients that do not support this feature, the access gateway deploys INAT technology, which offers the VPN server a public IP address to terminate the VPN tunnel. The end user can use the VPN client as usual without needing to make any additional settings

1.5.2   Can computers reach me directly via the Internet?

The WLAN is comparable to an Internet cafe: you are awarded a non-public IP address and have unrestricted access to the Internet. The above-described NAT does not make you accessible on an IP basis. But all conventional application programs support port-based communication, and the NAT server is capable of matching reverse communication to the original address.

1.5.3   Is Internet access genuinely unrestricted?

Internet access is unrestricted for all applications, i.e. any port can be addressed from the exhibition grounds. Internet access is however blocked from outside access to prevent any abuse. The only filters installed are to protect mobile clients. This means that no direct contact between mobile clients is allowed, thus making it necessary to go through the Internet. The user is responsible for protecting his or her own device from any Internet-based influences, for example, by deploying a dynamic virus scanner and/or a desktop firewall.

1.5.4   E-mail

Can I use my standard e-mail programs (e.g. MS Outlook, Lotus Notes, etc.) without restriction?

You can use any e-mail clients on your mobile terminal devices without restriction. E-mails are transmitted by a relay server on the exhibition grounds to the server(s)

specified by the user in his or her e-mail clients. You do not need to additionally configure your e-mail client.

1.5.5 VPN
Is it possible to use my company's own VPN client to create a safe connection to my company's e-mails?

See sections 1.5.1 and 1.5.2 above.

2. Information on Internet dial-in, including charges

2.1 General information
Our WLAN platform is designed to serve as an open tool for promoting your business at the show — i.e. we aim to support your use of existing customer relationships.

For this reason, we offer you several different access options to our WLAN, ranging from our own ValueCards to direct customer relationships with your provider(s) and/or mobile phone provider(s).

Can I dial into the WLAN using a credit card or debit card (for example, an EC card) or some other electronic payment method?
NO, NOT YET! But we are working on ways to implement this service within the coming months!

2.2 Prices for ValueCards issued by Deutsche Messe AG

How much does WLAN access cost using a ValueCard issued by Deutsche Messe AG?

Deutsche Messe ValueCards are available in the following units:

1 hour (usable over several days)	**EUR 10.00**
4 hours (usable over several days)	**EUR 35.00**
10 hours (usable over several days)	**EUR 85.00**

Can I use the rest of my unused ValueCard minutes at a different event, for example, the same event next year?
No! ValueCards are only valid during the event for which they were issued; all unused minutes expire at the end of the event.

2.2.1 Sales outlets for ValueCards
How can I purchase a ValueCard issued by Deutsche Messe AG?
ValueCards can only be bought during the event (or depending on the size of the event, on the last day of set-up before the trade fair as well). They cannot be ordered in advance.

Since not every event occupies the exact same combination of halls, it is impossible to publish a general list of the places where ValueCards are sold. Generally speaking, however, there will normally be a central sales outlet in the Information Center (IC) in close proximity to the Internet Lounge and the Media Shop. For more exact details, please consult the electronic visitor information system (EBi) for the respective event.

2.3 Prices for "direct access" via roaming partners

Which roaming partners are already linked to the platform?
To guarantee you the best possible level of service and maximize acceptance for our platform, we are working overtime to gain the cooperation of as many mobile phone providers and roaming partners as possible. Please inquire directly with your provider or mobile communication partner about whether you can dial in during the respective event.

Below is an alphabetical list of the participating roaming partners to date.

2.3.1 T-Online
How much does T-Online charge for Wireless LAN access at the exhibition grounds?
T-Online customers can enter their T-Online user access data (secure process) to gain direct access to the WLAN network at the exhibition grounds. For further information, visit www.t-online.de or contact the provider directly.

Online cost per minute	**EUR 0.16**

PLEASE NOTE: We assume no liability for the correctness of the above-quoted price information.

2.3.2 Vodafone (D2)
How much does Vodafone (D2) charge for Wireless LAN access at the exhibition grounds?
In the initial "beta phase" Vodafone is apparently planning to offer its customers **free access** to the WLAN network at the exhibition grounds if they simply supply their mobile phone number (to which the login data is then mailed). We are not sure how long this "beta phase" will last or at which point there may be a charge for using the Vodafone service; for more detailed information, visit www.vodafone.de or contact the provider directly.

Currently in the testing (beta) phase	

At other WLAN hotspots Vodafone offers its customers the option of charging the costs to their Vodafone phone bill or of using their credit card as a means of payment. Vodafone is planning to implement this function for the WLAN at the exhibition grounds in the course of 2004.

2.4 Dial-in options / Prerequisites

2.4.1 *General prerequisites*

What are the prerequisites for dialing into the WLAN network?
To begin with, you need to have a WLAN-capable terminal device and a standard browser. Second, you need to use the software that comes with comes with your WLAN card to set the WEP key to "**deactivated**" and the network name (also referred to as "SSID" or "ESSID") to "**mobileandmail**".

2.4.2 Walled *garden / Free "intranet" zone*

What is the WALLED GARDEN and how can I get in?
Assuming you have met all the prerequisites described in the preceding, all you need to do is open your standard browser, enter a random website as the address and you will be taken directly to the so-called "walled garden" zone.

This free area within the WLAN area consists of several linked websites that serve as your "entrance portal" to the WLAN. Here you can read essential information on Deutsche Messe AG as well as the current event and your options for using the WLAN.

The walled garden also offers you Internet dial-in options, including prices, plus detailed instructions on security mechanisms and the conditions of use!

2.4.3 *Dial-in using a ValueCard issued by Deutsche Messe AG*

How can I dial in using a Value Card?
After successfully dialing in to the wireless network and entering the walled garden (see sections 2.4.1 and 2.4.2) the user can access the provider selection page from any page in the walled garden simply by activating the LOGIN link. If you have purchased a ValueCard issued by Deutsche Messe AG, click the button with the logo for the trade show you are attending. After the page loads, just enter the 8-digit string consisting of user name and password and check the box to indicate your acceptance of the Terms of Use. After clicking the login button to confirm the amount of time remaining on the ValueCard, your Internet connection is activated. You can log off and on again as often as you want for as long as there is still time remaining in your account until the end of the event.

2.4.4 Roaming partners

2.4.4.1   *How can I dial in using T-Online?*

Follow the same steps as described in section 2.4.3 to get to the provider selection page, then click the T-Online button. This takes you to the T-Online page, where you are asked to enter your e-mail alias and your web password and accept the Terms of Use, after which you are connected to the Internet. You can log out at any time. T-Online charges you by the minute for the time elapsed between the login time and the logout time — for a list of prices, see wlan.t-online.de

2.4.4.2   *How can I dial in using Vodafone?*

Follow the same steps as described in section 2.4.3 to get to the provider selection page, then click the Vodafone button. This takes you to the Vodafone page, where you are asked to enter your mobile phone number. After verifying that this number is linked to a valid Vodafone contract, the provider will mail you a short message (SMS) containing your user name and password. Enter this data in the appropriate fields to receive Internet access for a period of 30 minutes.

3. Considerations for the different user groups

The WLAN at the Hannover Exhibition Grounds is a public WLAN, meaning it is available to all user groups and individuals under the same dial-in conditions, offering the same service levels and functionality to all.

Just the same, special circumstances may tend to make operating conditions different for different user groups. These circumstances are described in the following:

3.1 Exhibitors

3.1.1 Why is the WLAN service not being promoted for exhibitors?

Based on the technological basis of the WLAN as described in the preceding and due to a number of external factors that may cause interference, Deutsche Messe AG has decided not to offer its exhibitors WLAN access as their main source of connectivity at the stands. Our policy is to offer exhibitors only those products that are distinguished by a high level of availability and for which a comprehensive set of services can be offered, so that exhibitors can derive the maximum possible benefit. Due to the static nature of stand locations and the high degree of interdependence on the equipment used at neighboring stands, we cannot guarantee the fulfillment of these high standards.

Exhibitors are nevertheless free to test the efficiency of the WLAN at their own stand location, for example, by configuring a terminal device for WLAN access and then surfing in the walled garden, as described in section 2.4.2 above. If the field strength is strong enough at the respective stand location, exhibitors are free to purchase a ValueCard or log in through one of our roaming partners to take advantage of the full range of Internet and e-mail services. (Please note that the confluence of factors affecting WLAN reception may also correlate to particular times of day).

3.1.2 Why is the WLAN service being promoted for visitors despite any possible flaws?

Not being tied to any particular stand area, trade show visitors are by definition more mobile at the show. For example, if the interference from Bluetooth devices or other WLANs is too high at a particular location, they can easily go somewhere else to escape the problem. This user group is therefore able to enjoy a much higher rate of availability, although even visitors are advised in the Terms of Use that there is no guarantee of full functionality.

3.1.3 Can we operate our own access points at our stand?

In accordance with the technical regulations for the event, you are free to operate your own access points, provided you observe the German RegTP telecommunications regulations. In addition we strongly recommend that you avoid using channels 1, 5, 9 and 13 and that you also minimize the field strength. You should also contact Deutsche Messe AG in good time if you are planning to install a large-scale WLAN so that we can put you in touch with exhibitors at neighboring stands.

3.2 Visitors

3.2.1 Can visitors without their own WLAN-capable terminal devices still test the WLAN at the show, for example, by renting an appropriate device?

NO! If you come empty-handed to the show, your only options at present are to purchase WLAN-hardware accessories for your existing terminal device or a WLAN-capable terminal device itself from our Media Shop.

3.2.2 Can visitors without their own WLAN capable terminal devices still send and receive e-mails at the show?

YES! At the vast majority of events there will be an Internet Lounge with an adequate number of PCs for you to access the Internet.

4. Support

4.1 WLAN Service & Support Center / Internet Lounge

4.1.1 Where can I get help if my WLAN access isn't working properly?

Depending on the size of the event, one or more service technicians will be available to answer your questions involving WLAN configuration for your terminal device, dialing into the network or problems using your ValueCard.

At major events these technicians will be located at a special WLAN Service & Support Center, which will generally be located in the vicinity of the Internet Lounge in the Information Center (IC).

PLEASE NOTE: At smaller events there will not be an official WLAN Service & Support Center, but you can nevertheless call the hotline number listed below to get specific information by phone. In special cases, a service technician will even be sent to help you in person.

4.2 Hotline

4.2.1 What is the hotline number and how many hours does it operate?

Our WLAN hotline service is available every day during events starting around one hour before the show opens until one hour after it closes. If you have any questions about dialing into the WLAN, configuring your terminal device or using your ValueCard, call our hotline number at:

Central WLAN hotline:	+49 (0)30 / 818520200

PLEASE NOTE: This hotline is not designed to answer any questions that go beyond the scope of the WLAN at the exhibition grounds — for example, we cannot answer questions on topics like dial-in procedures or charges for roaming partners, general questions on WLAN technology, etc.

4.3 Internet

This document is updated as often as possible at our website, including new developments and additional information. Check www.messe.de periodically for the latest updates.

5. Terms of Use

For the detailed Terms of Use for the WLAN at the Hannover exhibition grounds, please visit our walled garden. You will be asked to indicate your acceptance of these Terms of Use before access to the Internet is granted. If you are dialing in through a roaming partner (e.g. mobile phone provider), you may be asked to accept their terms of use as well.

6. Contact partners

If you have any additional questions please contact the following people at Deutsche Messe AG:

For topics involving Incoming Service or Sales & Marketing:
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For topics involving Exhibitor Services:
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