



FAQs

Version 1-2009

The following FAQs are designed to answer the most frequently asked questions about our HotSpots. For further information about NetCologne HotSpot, please see www.messe-netcologne.de. You can find general information about NetCologne and our products at www.netcologne.de.

1 GENERAL INFORMATION ABOUT THE WLAN OFFERING FROM NETCOLOGNE	3
1.1 Overview	3
1.2 Basic technical requirements	3
2 INFORMATION ABOUT BILLING OPTIONS, PRICES, LOG-IN	4
2.1 How long do the access data remain valid?	4
2.2 What billing options are available and how do I purchase access data?	4
2.2.1 HotSpot Card	4
2.2.2 Credit card	4
2.3 Prices: What does the WLAN access cost?	7
2.3.1 HotSpot Card (recommended prices without obligation)	7
2.3.2 Credit card	7
2.4 Log-in: How does the log-in work?	7
2.5 Log-out: How can I log out again?	7
3 TECHNICAL QUESTIONS / SECURITY	8
3.1 Which WLAN standard is supported?	8
3.2 Which SSID must I set?	8
3.3 What is the range of the HotSpots?	8
3.4 What can I do in case of a poor WLAN connection?	8
3.5 Can I also use the WLAN with a fixed IP configuration?	8
3.6 E-mail: Is it possible to use e-mail software such as Outlook, Lotus Notes, etc?	8
3.7 Is the WLAN connection to the Internet protected and secure?	8
3.8 How can I also work securely and protect my data after log-in?	8
3.9 Which VPN clients are supported?	8



3.10	Is it possible to connect to other terminal devices in the WLAN?	8
3.11	Can my terminal device be reached from the Internet?	8
4	WLAN AVAILABILITY	9
5	HOTSPOT AT THE KOELNMESSE	9
5.1	Which halls at the Koelnmesse have WLAN service?	9
5.2	Is WLAN service also available between fairs?	10
5.3	Which WLAN standards are offered?	10
5.4	Which WLAN channels are used?	10
5.5	Is the WLAN also available for use by the exhibitors?	10
5.6	As an exhibitor, can I also use my own access points?	10
5.7	Are there special contact persons for exhibitors?	10
6	GENERAL INFORMATION ABOUT NETCOLOGNE	10
7	CONDITIONS OF USE / GENERAL TERMS AND CONDITIONS	10



1 General information about the WLAN offering from NetCologne

1.1 Overview

NetCologne offers a public HotSpot at Koelnmesse for the use of WLAN high-speed internet access. Various billing options are available to the end customer for use of the HotSpot with the corresponding terminal device.

1.2 Basic technical requirements

The basic requirement is a WLAN-compatible terminal device that complies with the IEEE 802.11b/g standard. The WEP encryption of the WLAN card must be deactivated. The connection with the WLAN is made via the **WLAN-SSID "NetCologne.public.WLAN"**. No other changes to your computer's configuration are necessary. You can use either a fixed or a dynamic IP setting. The URL "**<http://portal.wlan-netcologne.de>**" takes you to the HotSpot on the portal site, where you can log in directly.

2 Information about billing options, prices, log-in

2.1 How long do the access data remain valid?

HotSpot Card "Flexible"

The relevant time credit is valid for 3 months from the initial log-in, during which time it can be consumed in any number of individual sessions.

HotSpot Card "One-time"

After the initial log-in, the HotSpot access can be used any number of times within the purchased duration of validity.

2.2 What billing options are available and how do I purchase access data?

Various billing options are available:

- HotSpot Card (pre-paid card)
- Credit card

2.2.1 HotSpot Card

The NetCologne HotSpot Card is available with a variable time credit. You can purchase these directly from the local HotSpot location partner. Here's how it works:

- Purchase a HotSpot Card
- Rub the protective layer completely off to expose the user data (user ID and password)
- Your log-in data comprise three parts:
 1. User identification (user ID printed at the left under the protected area)
 2. Domain "wlan-netcologne.de" (be sure to select when logging in)
 3. Password (PIN printed at the right under the protected area)

Now you can use these log-in data to log in to the HotSpot (see also Section 2.5)

2.2.2 Credit card

If you would like to use a credit card (Mastercard or VISA) to pay, please order your personal log-in data via the corresponding button on the HotSpot portal site. You can select a desired time credit in the Online Shop and then use your credit card to pay via a secure connection.

Here's how it works:

- Click the "Internet" or "Log-in" button on the portal site "<http://portal.wlan.netcologne.de>" in the HotSpot, and answer the question "Would you like to leave the free-of-charge area?" with "Yes".
- Click on the credit card logo at the left. (Note: This billing option is not available at some NetCologne HotSpots!).



- Select the desired time credit by clicking on the "shopping cart" at the right of the picture. (Note: Time options may vary according to location)

The screenshot shows the NetCologne HotSpot website interface. At the top, there is a language selector set to 'Deutsch' and a navigation bar with 'HOME | INFO | NETCOLOGNE'. The main heading is 'Willkommen im NetCologne HOTSPOT'. Below this, there is a section titled 'Sofortzugang durch Online-Kauf' (Immediate access via online purchase). The text explains that users can purchase their access code securely and conveniently online. It lists three options with their respective prices and includes a yellow shopping cart icon for each:

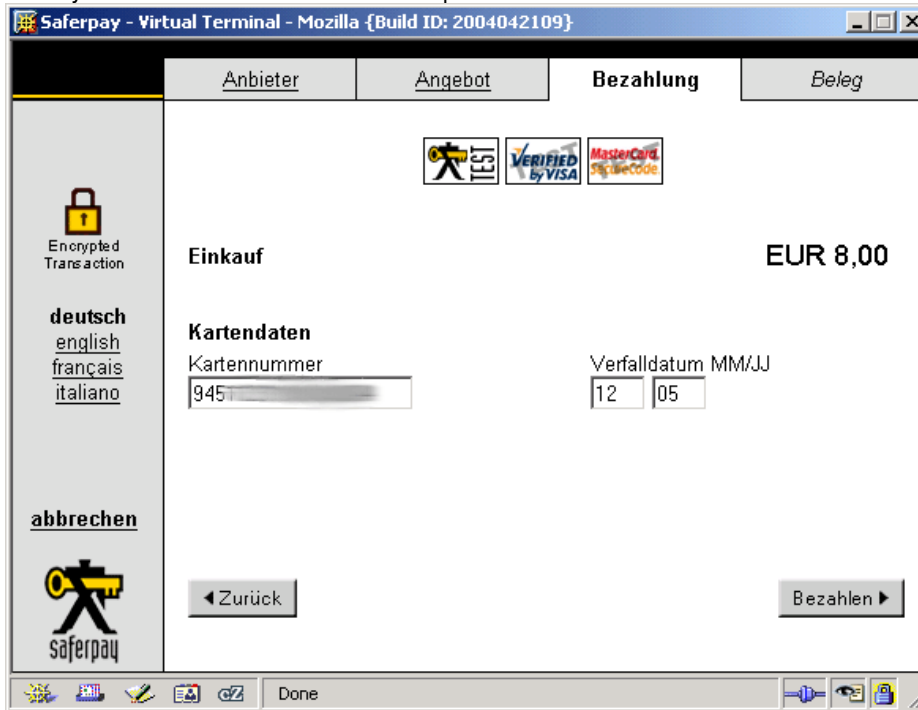
Option	Price (incl. 19,00% MWST.)
HSP 10 HotSpot 10 Tage/Days	170.00 EUR
HSP 1 HotSpot 1 Tag/Day	25.00 EUR
HS 1 HotSpot 1 Stunde/Hour	8.00 EUR

Below the table, there is a link: 'Sie wollen lieber eine andere Zugangsform wählen? Hier geht es [zurück zur Startseite](#).' The NetCologne logo and logos for MasterCard and VISA are also visible.

- Confirm your selection in the following window by clicking on "Next".

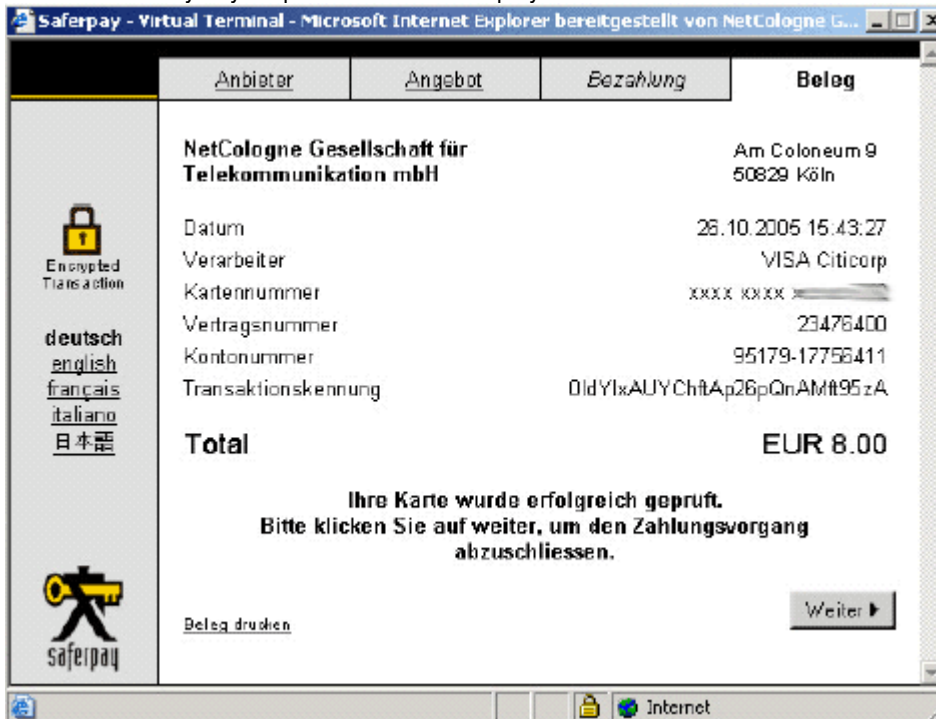
The screenshot shows a browser window titled 'Saferpay - Virtual Terminal - Mozilla {Build ID: 2004042109}'. The interface is divided into four columns: 'Anbieter', 'Angebot', 'Bezahlung', and 'Beleg'. The 'Angebot' column displays the selected offer: 'HS 1 - HotSpot 1 Stunde/Hours (inkl. 19,00% MWSt.)' with a price of 'EUR 8,00'. On the left side, there is a 'Saferpay' logo and a 'deutsch' language selector with options for 'deutsch', 'english', 'français', and 'italiano'. At the bottom, there are 'Zurück' and 'Weiter' buttons. The browser's status bar at the bottom shows 'Done'.

- Enter your credit card number and the expiration date.



Anbieter	Angebot	Bezahlung	Beleg
Einkauf		EUR 8,00	
Kartendaten Kartennummer: 945... Verfalldatum MM/JJ: 12/05			
Zurück		Bezahlen	

- Execute payment for your purchase by clicking “Pay”.
- Another summary of your purchase is then displayed:



Anbieter	Angebot	Bezahlung	Beleg
NetCologne Gesellschaft für Telekommunikation mbH		Am Coloneum 9 50829 Köln	
Datum	26.10.2005 15:43:27		
Verarbeiter	VISA Citicorp		
Kartennummer	xxxx xxxx		
Vertragsnummer	23476400		
Kontonummer	95179-17756411		
Transaktionskennung	0ldYlxAUyChfAp26pQnAMt95zA		
Total	EUR 8.00		
Ihre Karte wurde erfolgreich geprüft. Bitte klicken Sie auf weiter, um den Zahlungsvorgang abzuschliessen.			
Beleg drucken		Weiter	

- Click on “Print receipt” if you wish to print out a copy of the transaction (or download it as a file if no printer is available). NOTE: It is not possible to generate the receipt at a later time!
- Then click on “Next” to display your log-in data. (Be sure not to close the window manually!)

- The following window provides your log-in data (please be sure to make a note of them):



- Your log-in data comprise three parts:
 1. User identification / User ID (displayed for you on the screen)
 2. Domain "wlan-netcologne.de" (be sure to select when logging in)
 3. Password / PIN (displayed for you on the screen)

You can now use these log-in data to log in to the HotSpot (see also Section 2.4).

2.3 Prices: What does the WLAN access cost?

Current prices (recommended prices without obligation, prices and offeren cards and payment method can vary).

2.3.1 HotSpot Card (recommended prices without obligation)

1 hour	€8.00	(Usage "Flexible")
24 hours	€25.00	(Usage "One-time")
10 days	€170.00	(Usage "One-time")

2.3.2 Credit card

1 hour	€8.00	(Usage "Flexible")
24 hours	€25.00	(Usage "One-time")
10 days	€170.00	(Usage "One-time")

2.4 Log-in: How does the log-in work?

In order to be able to use the Internet access, you must be within the reception area of a HotSpot. Please use your log-in data to log into the HotSpot. To do so, click the "Internet" or "Log-in" button on the portal site "http://portal.wlan.netcologne.de" and respond to the question "Would you like to leave the free-of-charge area?" with "Yes".

Then enter your log-in data as follows:

HotSpot Card, credit card users:

- Enter the user ID
- Select the domain "wlan-netcologne.de"
- Enter the PIN and the password

If you do not have any log-in data yet, you can purchase them directly online by selecting the corresponding billing option (at the left on the log-in page).

2.5 Log-out: How can I log out again?

You can log out manually from the portal site. If you ever forget to log out, the connection will be disconnected automatically after five minutes of inactivity.



3 Technical questions / Security

3.1 Which WLAN standard is supported?

The WLAN technology used in all public HotSpots corresponds to the 802.11b/g standard. The 802.11a standard is not supported, but is used for internal WLAN networks.

3.2 Which SSID must I set?

In order to be able to use the WLAN, you have to set the SSID "NetCologne.public.WLAN". If your WLAN software automatically lists all available WLAN networks, simply select the SSID "NetCologne.public.WLAN" from that list.

3.3 What is the range of the HotSpots?

Depending on weather and local conditions, a range of 50 m is possible in indoor areas and a range of 300 m is possible in outdoor areas.

3.4 What can I do in case of a poor WLAN connection?

By changing your own physical location, you can improve signal quality if the distance to the transmission antenna diminishes. Trial and error usually works best.

3.5 Can I also use the WLAN with a fixed IP configuration?

In general, we recommend activating DHCP. However, the technology used also supports a fixed IP configuration, by means of which you can use the service without having to change your system settings.

3.6 E-mail: Is it possible to use e-mail software such as Outlook, Lotus Notes, etc?

The use of all standard e-mail clients is possible after log-in without any problem whatsoever.

3.7 Is the WLAN connection to the Internet protected and secure?

As it involves a publicly accessible WLAN, no encryption of the WLAN connection (e.g. WEP) is activated, of course. However, both the transmission of your log-in data and the transfer of your credit card information (in case of access via credit card) are carried out over encrypted pages in order to guarantee maximum protection.

3.8 How can I also work securely and protect my data after log-in?

If your company supports a VPN access, you should use this to connect with your company network (please check with your IT coordinator to find out more about this option).

3.9 Which VPN clients are supported?

The NetCologne WLAN system supports all commonly used VPN clients. The use is possible after log-in without any problem. Problems might occur only in the case of clients that do not support NAT/PAT.

3.10 Is it possible to connect to other terminal devices in the WLAN?

No. In order to ensure your maximum security in the WLAN, the option to communicate between terminal devices is deactivated. Connections can only be made via a third device, such as a server in your company, for example.

3.11 Can my terminal device be reached from the Internet?

As your terminal device is assigned an IP address in the HotSpot by means of NAT (Network Address Translation), communication from the Internet can be done only on a port basis and not on an IP basis. All commonly used applications support this option as a standard feature.

4 WLAN availability

All HotSpots are connected via broadband connections. Owing to the WLAN technology used, which is subject to unforeseeable interruptions due to weather conditions, other WLAN networks and use of the frequency range by third parties for other purposes, NetCologne cannot guarantee availability of the service to the user. In addition, owing to the variable number of users and way in which they use the system, NetCologne cannot guarantee a minimum bandwidth per user. The customer is solely responsible for the protection of his or her own data by means of suitable security measures, regular back-ups, etc.

5 HotSpot at the Koelnmesse

5.1 Which halls at the Koelnmesse have WLAN service?

You will find wireless Internet access in the following areas at the Koelnmesse:

- Rheinparkhallen
- Halls 1-11
- Congresscentre North
- Congresscentre East
- Congresscentre West
- Entrance North
- Entrance South
- Boulevard
- Passagen Halle:
 - 2/3
 - 3/4
 - 3/11
 - 4/4
 - 4/10





5.2 Is WLAN service also available between fairs?

The WLAN is also available during set-up and removal phases of every exhibition.

5.3 Which WLAN standards are offered?

The public HotSpot at the Koelnmesse corresponds to the WLAN standard according to 802.11b/g. The 802.11a standard is not supported for visitors, but it is used by NetCologne and Koelnmesse for internal WLAN networks.

5.4 Which WLAN channels are used?

In the 802.11b/g area, channels 1, 6 and 11 are used. For a list showing which channel is used in which location, please refer to the appendix "WLAN coverage in the halls".

5.5 Is the WLAN also available for use by the exhibitors?

Exhibitors may use the public WLAN access, too, of course. Owing to the large number of users and the deterioration in performance that might occur as a result, we encourage professional users to make use of our Internet offering established especially for exhibitors. For information about this, please contact the Service Line (see Section 5.7).

5.6 As an exhibitor, can I also use my own access points?

Exhibitors may operate their own WLAN network only if it does not disrupt the exhibition grounds WLAN. Should disruptions occur, NetCologne has the right to demand that the operator of the WLAN network shut down the WLAN network. The operation of WLAN networks based on 802.11a is generally prohibited, as the internal WLAN networks of NetCologne and Koelnmesse are operated on these channels.

5.7 Are there special contact persons for exhibitors?

Yes. As an exhibitor, you can contact our trade fair service directly.

Service Line (consultation and technical support)

Telephone:	+49 (0) 221-2849966
regular office hours:	Mon-Fri from 8 a.m. to 4:30 p.m.
during the fairs:	daily from 8 a.m. to 6 p.m.

6 General information about NetCologne

If you have general questions about the products or services of NetCologne, just have a look at our web portal under www.netcologne.de.

7 Conditions of use / General terms and conditions

The General Terms and Conditions of NetCologne and the corresponding description of services apply. You can find links to these documents on the free-of-charge HotSpot portal site <http://portal.wlan-netcologne.de> (which can be reached from the WLAN) and also in general under <http://www.messe-netcologne.de>.