

**4YFN 2017**

**IT Services essential information**

**Version 1.0**



**Fira Barcelona**

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## 1 IT Services description and ordering

IT Services catalogue – Starting on October 2016

Online ordering – Starting on October 2016

Please note that:

All orders placed before February 17<sup>th</sup> will have a 10% discount applied

Changes on delivered services will have to be requested at the [Exhibitor Service Desk](#).

## 2 Service Level Agreement

### 2.1 Service delivery

All Internet services are 'Plug&Play'. This means that an Ethernet Cable will be dropped at the agreed location within the stand and will be ready to use.

Wi-Fi credentials will be sent to the technical contact email address.

Late orders and changes on orders will be served on an 'as soon as possible' basis. Other orders and incidents will have preference over late orders and changes.

### 2.2 Incidents resolution

In order to report an incident, Exhibitors must report the problem at the [Exhibitor Service Desk](#) or call the **Helpdesk line +34 93 233 2000**. A ticket will be logged and Fira Barcelona commits to solve IT Services incidents within the SLA contracted starting from the moment the incident is logged in the ticketing system. Requests which do not fall under the incident category will be addressed as soon as possible, but the SLA resolution time commitment does not apply for these.

### 2.3 Ticketing system

Fira Barcelona uses a centralized ticketing system to track and resolve incidents and requests efficiently. In order to increase efficiency, please ask your designated Technical Contact to raise the ticket. By having a single point of contact resolution times and miscommunications can be reduced.

Tickets Classifications

- Incidents: Problems detected in services that have already been delivered
- Requests: Any petition that is not a problem in a delivered service, such as information requests, changes in configuration, configuration assistance, etc.

## 2.4 Complaints and refund claims

During the Congress, exhibitors can make complaints and comments either at the [Exhibitor Service Desks](#) or using the **Helpdesk line +34 93 233 2000**. Any complaint or comment will be issued a ticket number that will be notified to the exhibitor.

After the Congress, refund claims can be requested until March 31<sup>st</sup>. Exhibitors must send an email to [4yfn.internet@firabarcelona.com](mailto:4yfn.internet@firabarcelona.com) providing the ticket number of the logged incident. Any requests and comments will be carefully studied along with technical information and network usage statistics. A decision will be taken and feedback will be provided within one month of the claim.

To ensure a good analysis of the incidents and to avoid any misunderstandings, decisions on refunds will not be taken until after the end of the Congress. Such analysis will be performed by the service management staff at Fira Barcelona with the supervision of GSMA. Please note that the on-site support team may express their opinion at the time of an incident, based on personal criteria and the information available for them at that time; however, these comments are not binding and the support team has no authority to make decisions on the refund process.

## 3 WiFi policy

In order to ensure the best wireless environment, Fira Barcelona together with GSMA have a [Wi-Fi policy](#) in place. Our aim is to give you the best possible WiFi service and we trust that all exhibitors understand that non-compliance with the [Wi-Fi policy](#) severely disrupts the WiFi service to exhibitors in their exhibition hall. Adhering to this policy is compulsory for every exhibitor. The acceptance form must be completed from within the [Forms & Deadlines](#) section.

The Wi-Fi Policy stipulates that exhibitors are not allowed to install or operate their own Wi-Fi networks. Fira Barcelona will provide all Wi-Fi services and will actively monitor for rogue access points. This includes Wi-Fi routers, Mi-Fi devices, mobile phones acting as hotspots and any other device that is operating either in the 2.4GHz or 5GHz bands.

### 3.1 WiFi policy compliance: Control and penalties

In the interest of all at 4YFN, Fira Barcelona will act as a regulator of the use of the WiFi spectrum. Therefore, Fira Barcelona will act as a delegate of GSMA and all exhibitors, scanning the spectrum for any equipment harming the Wi-Fi service at the venue. If any non-complying equipment is found, Fira will ask the owners of such equipment to switch it off. If the offending equipment is not turned off, Fira Barcelona, with support from GSMA, may take actions such as:

Disabling the IT services for the offending stand

Disabling the power services for the offending stand

We sincerely hope that the above penalties do not need to be enforced as we would regret any action that would limit the effectiveness of any exhibitor at 4YFN. However, if needs be we will

take the necessary action to serve the best interest of the 4YFN exhibitor community as a whole, ensuring that all exhibitors have a fair and equal opportunity of success at the event.

### 3.2 Applying for a WiFi policy exception

Fira Barcelona and GSMA understand that some exhibitors need to showcase products that they manufacture. If this is the case you will need to submit a business case stating why you need to operate your own WiFi network, the devices you will bring, demonstrations that will be performed, etc. For more details on this, please contact your IT services customer care representative or send an email to [4yfn.internet@firabarcelona.com](mailto:4yfn.internet@firabarcelona.com)

Fira Barcelona and GSMA will study each case and if the exception is granted you will have to follow the terms and conditions that will be sent. These will include (but not be limited to) designated WiFi channels, limited signal power, ability to administrate your WiFi networking devices and immediate reconfiguration if needed.

## 4 Contact information

For any request regarding IT services please contact

**Fira Barcelona IT Services:**

[4yfn.internet@firabarcelona.com](mailto:4yfn.internet@firabarcelona.com)

For any request regarding other services and for payment and invoicing information please contact

**ServiFira:**

[internet@firabarcelona.com](mailto:internet@firabarcelona.com)

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