

## ■ Orders

The information and telecommunication services detailed forms 6.1 et seq. are to be ordered exclusively through Messe München GmbH. Orders are subject to acceptance by Messe München GmbH; this acceptance may also be implicit, e.g. in that the requested services are supplied.

The exhibitor is entitled to cancel an order for the information and telecommunication services detailed forms 6.1 et seq., either partially or entirely, on condition that notice of cancellation is received by Messe München GmbH no later than three weeks prior to the opening of the fair or event. In all other cases, the contract can only be revoked with the written approval of Messe München GmbH. Messe München GmbH is not obliged to grant such approval. Messe München GmbH will grant approval only on condition that the exhibitor pays 20% of the value of the contract (plus VAT) as a standard cancellation fee. If Messe München GmbH can provide evidence that the costs incurred were greater than the amount of the standard cancellation fee, then Messe München GmbH is entitled to invoice the exhibitor for the actual costs, rather than the standard cancellation fee. If the exhibitor can provide evidence that the costs incurred by Messe München GmbH were lower, then the standard cancellation fee may be reduced accordingly.

If the exhibitor wishes to modify an order for services after it has already been fulfilled by Messe München GmbH, in particular with regard to installations on the exhibition stand, then Messe München GmbH is entitled to charge a modification fee of **EUR 95.00** plus VAT for each modification, on condition that Messe München GmbH actually commits to carrying out the modification. An additional fee of **EUR 95.00** plus VAT will be raised on late orders received within 14 days of the exhibition stand assembly period commencing.

## ■ Period of availability

The information and communication services ordered will be made available for the duration of the trade fair in question, as well as for six hours before the beginning and six hours after the end of the trade fair. If provision of information and communication services is required outside this period, this additional availability must be ordered separately from Messe München GmbH. These services will be charged additionally.

## ■ Assignment

All products and services ordered will be provided by Messe München GmbH or its designated subcontractors and will be assigned to exhibitors on a rental basis. If an exhibitor uses his own terminal equipment this must conform to the legal regulations currently in force, including the valid EU directives applicable to terminal equipment and the CCITT Recommendations, especially CCITT Recommendation I430. The analog lines provided are PBX extensions with a dial tone that differs from that of the public telephone network.

If an exhibitor fails to comply with this obligation and malfunctions occur as a result, Messe München GmbH shall be entitled in particular to demand reimbursement of the costs of analysing the malfunctions and for fault clearance from the exhibitor. Messe München GmbH shall also be entitled to demand that the exhibitor immediately disconnects from the network the terminal equipment causing the malfunctions.

For Internet accesses the network cards used in the exhibitor's PC must conform to the Ethernet specifications (IEEE 802.3). The IP addresses applied for from the Messe München GmbH address range (Class C address) will be made available to the exhibitor with the order confirmation. The exhibitor may not under any circumstances use IP addresses other than those provided by Messe München GmbH or modify the prescribed subnet masks. If an exhibitor fails to comply with this obligation and malfunctions occur as a result Messe München GmbH shall be entitled in particular to demand reimbursement of the costs of analysing the malfunctions and for fault clearance from the exhibitor. Messe München GmbH shall further be entitled to exclude from the LAN any exhibitors who despite previous warnings use IP addresses other than those assigned to them or who use subnet masks other than those prescribed for them and to demand reimbursement of the associated costs. In the event of network functionality being attacked or other attacks being carried out, Messe München GmbH reserves the right to block the given connection on an either temporary or permanent basis.

If malfunctions occur in the PC of an exhibitor who has used IP addresses other than those assigned to him or has modified the subnet mask, Messe München GmbH will clear the fault at the request and risk of the exhibitor at the Messe München GmbH prices valid at the time of the trade fair.

At the request of the exhibitor Messe München GmbH will configure the PC, if this is technically and operationally possible, at the exhibitor's risk and at the Messe München GmbH prices valid at the time of the trade fair.

When using Internet connections (IP connections, etc.), the unsolicited despatch of e-mails for advertising purposes (mail spamming) or unsolicited despatch of news for advertising purposes (news spamming) to third parties is prohibited. The exhibitor and other users are provided with permanent access to the Internet together with the Internet connection. As the data is transmitted in a transparent manner via this connection (as per RFC812 on OSI level 3), Messe München GmbH has no influence on the content thus transmitted and, as such, is unable to filter out any undesirable content that might impact on the usage of the Internet access. At the end of the contractual term, the IP address should no longer be used.

The customer (user) undertakes to neither offer information with illegal or immoral content nor to refer to offers with such content. This includes above all such content as serves the incitement of the people as defined under articles 130, 130a and 131 of the German Criminal Code, encourages criminal activity, glorifies or trivializes violence, is pornographic or suitable for use as pornography as defined under article 184 of the German Criminal Code, constitutes a serious moral risk for children or juveniles or compromises their welfare.

## ■ Service center

A service center has been set up on the exhibition site in case of faults. This service center can be contacted under the number +49 89 949 11666 during the following times:

- setup period: 08:00–18:00
- 1st day of event: one hour prior to event commencing through to end of event
- during the trade fair: in accordance with opening hours of the given event
- last day of event / 1st day of dismantling period: from start of event through to 20:00
- dismantling period: 09:00–14:00

## ■ Liability

The exhibitor will be invoiced for the cost of replacing lost or damaged terminal equipment. The manufacturer's list price shall apply in case of doubt.

Exhibitors bear the liability for the loss, damage or destruction of all communications equipment made available. If liability is conditional upon fault, it is the responsibility of exhibitors to provide evidence that they are not at fault.

As far as Messe München GmbH's liability is concerned, item six of the General Terms of Contract for Exhibitor Services of Messe München GmbH applies. If an order is received by Messe München GmbH later than five weeks prior to the opening of the fair or event, acceptance of the order does not imply that Messe München GmbH assumes any responsibility for the proper and timely fulfillment of service provision. In such cases, should Messe München GmbH fail to fulfill service provision or fail to fulfill it properly and on time, the exhibitor is only entitled to cancel the contract for the information and telecommunication services detailed overleaf, or to reduce the agreed remuneration accordingly. All further claims are excluded.

## ■ Call connections

Connections within the exhibition center network are free of charge.

Any services provided by external network operators (e.g. Deutsche Telekom AG) are subject to their terms and conditions of business and service specifications, and are a constituent part of the agreed contract.

## ■ Return of terminal equipment

Terminal equipment will be taken back by Messe München GmbH on the last day of the dismantling time at the latest. If in an exceptional case the equipment is not taken back, the exhibitor must return terminal equipment still in his possession to Messe München GmbH and obtain a confirmation of receipt. In cases of doubt this confirmation of receipt will provide proof of return.

## ■ Connection terms

All connections / equipment ordered will be provided exclusively by Messe München GmbH. The specified prices apply for provision in one-storeyed stands. In the case of multi-storeyed stands, the price for provision shall apply only for installation on the ground level. The connection will be provided from the allocated point of connection in the utilities conduit to the required location at the stand. The connecting line must not be more than 12 m long; this also applies to the structured cabling for the connecting cable to the LAN. The exhibitor is required to make allowance for this when planning the stand. An extension of this connecting line is available on request. A special order is required for an extension of the connecting line or provision in the upper level of multi-storeyed stands. Connections for telephone, fax, modem and for 2/4 wire connections will be provided using the RJ45 connection system (according to EIA / TIA). Private terminal equipment can only be used on a fax / modem connection. Fiber-optic connections (single-mode, multimode) use the E2000 connection system. For applications requiring a transmission speed of more than 2 Mbit/s and for services that can only be carried out on the basis of special orders, please contact our team of consultants to clarify the details early on.

Externally required communications connections may only be provided by the network operator as far as a central transfer point on the exhibition site stipulated by Messe München GmbH. The extension of these connections from the transfer point to the exhibitor's stand will be implemented exclusively by Messe München GmbH via the on-site network.

Ordering the external connection path up to the transfer point on site will be commissioned by Messe München GmbH. Services provided by the network operator will be shown and charged separately.

Messe München GmbH will coordinate the provision of the complete connection.

## ■ General Terms of Contract for Exhibitor Services

Messe München GmbH's General Terms of Contract for Exhibitor Services apply additionally.

## ■ General points to note concerning information and telecommunications services

### ■ Perfect connections for communicating with each other!

State-of-the-art telecommunications systems await you in Munich, virtually ensuring good business! Talk to us about the options available, so that you can communicate even better with your customers and interested parties.

### ■ Telephone / Telefax / Modem

The Messe München GmbH exhibition center is equipped with state-of-the-art communications technology and via its comprehensive infrastructure with high-performance communications connections/facilities provides users with an optimum system for transmitting voice, data and image information.

The provision of voice communication services to the entire exhibition center is guaranteed thanks to a modern IP telecommunications system. In addition to LAN connections, fully-featured IP telephones, fax machines and WiFi routers, Messe München GmbH can also provide you with mobile (GSM/UTMS) telephones, subject to a charge, ensuring accessibility throughout the exhibition center. By dialling "0" to get an outside line, you can then autonomously access any telecommunications connection in the world.

At the same time, you can be reached by your national and international business partners directly, thus further enhancing your business contacts.

In conjunction with the telecommunications system, the end devices on your exhibition stand provide you with numerous service features that support effective communication:

- **fast connection setup** via state-of-the art technology and IP functionality
- **display options and menu-guided user information** for visual communication support
- **function/one-touch keys** for depositing frequently recurring functions (e.g. dialling head office via one-touch button)
- **open listening with fully featured IP devices**
- **consultation hold/transferring of calls** to other connections within your stand organization (to and from mobile telephones too) as well as to any connections within the exhibition center
- **dial repeat, call back function** (e.g. depositing a call-back request when line is engaged)
- **call transfer to another connection** (e.g. your exhibition mobile telephone so that you are not tied to one location)
- **group connection for several hard-wired connections**, multiple accessibility via one phone number, even when lines are engaged
- **electronic lock** for protecting end devices against unauthorized use
- **voice memory/voice box** integrated answer phone function for IP comfort devices and mobile telephones with the option of targeted querying. A caller who does not get hold of you immediately can leave a message for you there.

### ■ Broadband connection (TV)

A broadband communications network suitable for hyperband and offering blanket coverage is installed throughout the exhibition center enabling every exhibition stand to receive a wide range of TV programs.

Programs are transmitted using the PAL, B/G standard with adjacent channel allocation.

The antenna connections (BC terminal boxes) that can be obtained from us provide you with a selection of approx. 25 television programs. An overview of the available programs can be supplied on demand.

Any channels that do not automatically feed into the local network can be set up on request; such request constitutes a separate order and must have been placed with us at least 14 days prior to the trade fair commencing.

### ■ Internet

#### Part of life today and indispensable on your exhibition stand.

Search, find and print out news or product information, receive messages and stay in touch at all times by digital link. During trade fairs and exhibitions you can continue to have convenient access to the important information medium Internet and receive and send information by e-mail.

#### ■ Internet service: economy access

Messe München GmbH provides the connection together with a dynamic/private IP address. Only the access code provided by Messe München GmbH can be used for accessing the Internet. The allocation of additional IP addresses is not possible!

- Internet access 4 Mbit/s, synchronous Internet connection incl. flat rate, dynamic/private IP address, one ethernet port/RJ45
- Internet access 8 Mbit/s, synchronous Internet connection incl. flat rate, dynamic/private IP address, one ethernet port/RJ45
- Internet access 16 Mbit/s, synchronous Internet connection incl. flat rate, dynamic/private IP address, one ethernet port/RJ45
- Internet access 25 Mbit/s, synchronous Internet connection incl. flat rate, dynamic/private IP address, one ethernet port/RJ45

#### ■ Internet service: business access

Messe München GmbH provides the connection together with a fixed IP address.

Further IP addresses can be allocated subject to payment of a charge.

The usage charge for the duration of the event is included.

- Internet access 4 Mbit/s, synchronous Internet connection incl. flat rate, one fixed/public IP address, one ethernet port/RJ45
- Internet access 8 Mbit/s, synchronous Internet connection incl. flat rate, one fixed/public IP address, one ethernet port/RJ45
- Internet access 16 Mbit/s, synchronous Internet connection incl. flat rate, one fixed/public IP address, one ethernet port/RJ45
- Internet access 25 Mbit/s, synchronous Internet connection incl. flat rate, one fixed/public IP address, one ethernet port/RJ45