

Wi-Fi for participants

CONVENTIONS or OTHER EVENTS



	CCH Basic Wi-Fi	CCH Advanced Wi-Fi	CCH Room Upgrade Wi-Fi
Description	Basic Wi-Fi included in contract.	Individualized service and twice the data volume of CCH Basic Wi-Fi for your event.	High-powered Wi-Fi, limited to a specific hall
Applications	Browsing, e-mails, messaging, social media, streaming	Browsing, e-mails, messaging, social media, streaming	Presentation laptops, electronic voting systems, intensive Internet usage by participants
Coverage	Entire CCH	Exclusively in event spaces occupied	Per hall
Download bandwidth/ upload per user	up to 4 Mbits/s	up to 4 Mbits/s	4 to 16 Mbits/s
Data volume per device per day	200 MB	400 MB	Unlimited
Wi-Fi transmission frequency	2.4 + 5.0 GHz	2.4 + 5.0 GHz	2.4 + 5.0 GHz
Restriction of users / active devices	None	None	Per hall
Automatic disconnection	Disconnected daily at 11:59 PM	Disconnected daily at 11:59 PM	Individual
Network name - SSID	_CCH_free_wifi	Up to 4 custom SSIDs	One custom SSID per hall
Password or portal page option	CCH-branded portal page, no data input or password required	Choice of custom password or custom-branded portal page access	Choice of custom password or custom-branded portal page access
VPN connection option	No	No	Yes
Network functionality	No	No	Yes
Package price (before VAT)	Free	€ 990 for entire duration of event	Charge per hall - 1,000 active devices = € 1,250 3,000 active devices = € 2,800 5,000 active devices = € 3,900

Wi-Fi for organizers


CONVENTIONS or OTHER EVENTS



	CCH Registration / Cloakroom / Box Office Wi-Fi	CCH Backoffice Wi-Fi
Description	Separate, high-powered Wi-Fi for event equipment and staff	Separate, high-powered Wi-Fi
Applications	Debit card readers, monitoring devices etc.	Production and back offices
Coverage	Cloakroom, registration area, box office	Back offices, VIP rooms, artists' dressing rooms
Download bandwidth / upload per user	4 to 16 MBits/s	4 to 16 MBits/s
Data volume per device per day	Unlimited	Unlimited
Wi-Fi transmission frequency	5.0 GHz	5.0 GHz
Restriction of users / active devices	Per package	None
Automatic disconnection	Event duration	Event duration
Network name – SSID	_CCH_business_wifi	Custom SSID
Password or portal page option	CCH-branded portal page, log-on required	Custom password
VPN connection option	Yes	Yes
Network functionality	No	Yes
Package price (before VAT)	10 devices = € 499 25 devices = € 799 50 devices = € 899	Please inquire

Wi-Fi for organizers

CONVENTIONS or OTHER EVENTS

	Customer Wi-Fi	CCH Clean Air	CCH Reporting Wi-Fi
Description	CCH Basic Wi-Fi switched off	Registration of organizer's own Wi-Fi or LTE router	Reporting of Wi-Fi KPIs at agreed intervals
Applications	Set-up of organizer's own Wi-Fi network covering entire event space	Set-up of organizer's own Wi-Fi network covering parts of event space	Wi-Fi KPI analytics service
Coverage	Exclusively in event spaces occupied	Exclusively in event spaces occupied	Exclusively in event spaces occupied
Download bandwidth / upload per user	-	-	-
Data volume per device per day	-	-	-
Wi-Fi transmission frequency	-	-	-
Restriction of users / active devices	-	-	-
Automatic disconnection	-	-	-
Network name – SSID	-	-	-
Password or portal page option	-	-	-
VPN connection option	-	-	-
Network functionality	-	-	-
Package price (before VAT)	From € 2,500, depending on size of disconnected area	Before event – € 72.10 per router During event – € 129.78 per router	€ 150 per report

GLOSSARY

Additional explanations of the CCH Wi-Fi PACKAGES

Clean Air	Compulsory registration when setting-up a Wi-Fi network using a non-CCH LTE router and/or connecting a customer Wi-Fi router. Use of non-registered devices will increase your fees.
Consulting, ordering, deadlines	<ul style="list-style-type: none"> - Individual consultation up until 4 weeks before the event - Extra service personnel up until 3 weeks before the event - Ordering of standard products no later than 2 weeks before the event - SSIDs, passwords and data for portal page no later than 10 days before the event
Coverage	Depends on the selected Wi-Fi product. In general, Wi-Fi is available in all spaces booked (including bathrooms) except outdoors and in escape stairwells.
Data volume	Maximum amount of data any device may use between midnight and 11:59 PM. When the data volume has been used up, the device will be disconnected from the Internet.
Devices	A device is any electronic unit connected to the Wi-Fi network, e.g. smartphones, tablets or laptops. Once connected, the device becomes an active device as soon as it uses the Internet, e.g. to download e-mail or browse.
Encryption	WEP, WPA, WPA2, WPA3
Exhibitor Wi-Fi	Exhibitors may purchase custom Wi-Fi products from our Exhibitor Services.
General Terms of Business (GTB) for Internet Access	When a CCH Basic Wi-Fi package is purchased, each user must individually confirm the <i>“General Terms of Business (GTB) for Internet Access of Hamburg Messe und Congress GmbH”</i> . For all other CCH Wi-Fi packages, users are not required to agree to the GTB unless this is expressly requested by the organizer or participant data must be entered on the portal page.
Individual needs	Our products don't cover what you need? No problem! Tell us what you need, and we will custom-tailor a proposal for you. Please get in touch with your Project Manager.
Leased time	Leased time denotes the amount of time a device remains connected to the Wi-Fi network.
Malfunctions	During service hours, malfunctions will be addressed promptly after being reported. Local malfunctions will be eliminated within no more than one hour.
Max. data rate	CCH is connected to the Internet via two lines each providing a data rate of up to 5 GB/s. This means that depending on the selected Wi-Fi package, up to 16 MBit/s per user can be guaranteed.
Network functionality	Communication between electronic equipment connected to the Wi-Fi network is possible (e.g. sending printing requests to a Wi-Fi-enabled printer).

GLOSSARY

Additional explanations of the CCH Wi-Fi PACKAGES

Network operator	Deutsche Telekom AG
Password	<p>The following Wi-Fi products allow selection of individual passwords:</p> <ul style="list-style-type: none"> - CCH Advanced Wi-Fi - CCH Back Offices Wi-Fi - CCH Room Upgrade Wi-Fi
Portal page	<p>The portal page is displayed upon selecting the Wi-Fi network. Some of its elements can be customized. A portal page can be used to request user data and confirmation of the GTB.</p> <p>The following Wi-Fi products allow portal page customization:</p> <ul style="list-style-type: none"> - CCH Advanced Wi-Fi - CCH Back Offices Wi-Fi - CCH Room Upgrade Wi-Fi <p>When the password method has been chosen, no portal page will be displayed.</p>
Redundancy	<p>Deutsche Telekom uses a redundant network to maximize fail-safety.</p> <p>For a more detailed description of our IT, please get in touch with your Project Manager.</p>
Reporting	<p>A standard report contains data on:</p> <ul style="list-style-type: none"> - the number of users over time - bandwidth usage by users over time - Internet usage - types and number of devices used <p>If you need additional data please get in touch with your Project Manager. Please note that reporting is subject to extra charges.</p>
SSID	<p>The Service Set Identifier (SSID) is the freely chosen name that is given to a Wi-Fi network so users looking for access can recognize it.</p>
Streaming	<p>A data transmission technology that allows data to be watched and listened to while transmission continues (instead of requiring a complete download first). (Source: Duden)</p>
Technicians / support availability	<p>During your event, a technician will always be on site from 07:00 AM until 08:00 PM. If you need support outside these hours, please make a note on your order form.</p>
VPN	<p>A Virtual Private Network is a secure connection to a (corporate) network over the Internet. Employees can use a VPN connection to access company data remotely.</p>
Website Blocking	<p>Blocking access to specific websites is not possible.</p>

Further questions? No problem! Feel free to contact your assigned Project Manager or write us an e-mail to production@cch.de