MWC™ Barcelona (GSMA)

Frequently Asked Questions for Internet Services (Internet Services FAQs)

24-27 February 2020

Questions	Answers
1. Can we bring our own private Wi-Fi / Access Points to MWC Barcelona?	At MWC Barcelona private Wi-Fi networks are not allowed. Please see the Wireless Policy -WiFi in the Event Manual for more detailed information.
2. Can we use wireless streaming, MiFi or tep wireless?	These devices are Wi-Fi transmitters, which act as Wi-Fi Access Points. As per the Wireless Policy - WiFi these devices are not allowed.
3. How does Fira Barcelona provide Wi-Fi Internet access at the venue?	Fira Barcelona has installed Wi-Fi infrastructure throughout all of the exhibition halls. More than 800 Wi-Fi access points have been deployed together with directional antennas hanging from the ceiling. By doing this, Fira Barcelona ensures sufficient Wi-Fi coverage throughout the whole exhibition area. In the case of dark coverage zones due to exhibitor booths or materials, additional Wi-Fi access points can be installed inside the exhibitor´s booth. The Wi-Fi networks at the venue are:: • **EXHIBITION_WIFI**: The main Wi-Fi service emitted under the exhibitor stand areas. This should be used as the primary Wi-Fi service. With the provided credentials, users can connect to the Wi-Fi service under their booth area or any other exhibitor´s booth area. The access to this network is through 802.1x security protocol (Check your device compatibility) • **EXHIBITION_WEB**: Secondary access with landing page login, to be used in case your device cannot log in with EXHIBITION_WIFI. This network is available for those devices not compatible with 802.1x security protocol. For public hotspot Wi-Fi Internet access: • For 5GHz: **#MWC20:pw=connectme** • For 2.4GHz: **2.4_MWC20:pw=internet** These two Wi-Fi Internet services are the free public Wi-Fi hotspot SSIDs for MWC19 registered visitors. These services are available only at hotspot areas (restaurants, common spaces, etc.) and not within exhibitors´ areas. The hotspot floor plan will be available here shortly.
4. I need reliable Wi-Fi Internet access at MWC Barcelona, what do I need?	Wi-Fi technologies use the air to propagate the signal and any Wi-Fi communications will go through the few Wi-Fi channels in existence. The space in which Wi-Fi is emitted is shared with other Wi-Fi transmissions and for this reason, it is difficult to have a 100% clean communication. Wi-Fi is like a human voice communication; if several people are talking in a restaurant and you wish to speak to just one person, you will be able to communicate but you will probably also hear the other voices as well. The clarity of the communication will depend on how loud or close the person you wish to communicate with is to you. Fira Barcelona centralizes and controls the channels and power of the Wi-Fi signal in order to provide the best Wi-Fi experience for the exhibitor booths. For this reason, even though we cannot guarantee 100% quality of the Wi-Fi

		service, it will be a reliable service backed up by a professional support service with service level agreements (SLAs). For more information on the IT services guarantees, please see the IT Services Terms & Conditions. GSMA and Fira Barcelona have issued the Wireless Policy - Wi-Fi to prevent the installation of uncontrolled Wi-Fi sources in order to ensure the best Wi-Fi quality for everyone. Please see the Wireless Policy - WiFi in the Event Manual for more detailed information. This Wi-Fi network provides 802.11a/g/n/ac connections, which offer a higher probability of initial connection and an enhanced quality of service for Wi-Fi users. Click here for instructions how to find out if your devices are compatible with the 5GHz Wi-Fi service.
5.	There are several Wi-Fi technologies available; 802.11a/b/g/n/ac. Which one is best for me?	802.11b/g have just 3 channels to allocate to communications and 802.11a has 23 channels to allocate to communications. For this reason, we are encouraging exhibitors to use 802.11a compatible devices in order to get the best out of the new Wi-Fi network. Please check the Wi-Fi specifications of your devices such as phones or laptops to see if they are 802.11a compatible. Click here for instructions how to find out if your devices are compatible with the 5GHz Wi-Fi service.
6.	Early Bird discount on IT services?	Completed orders before December 19th 2018 will have the 10% Early Bird discount applied. You can order IT services through servifira online ordering website.

7.	What do I get with a Premium Internet service (10Mbps or faster Internet access services)?	Premium Internet services are 10Mbps or faster Internet access services.
		
		Advanced Internet access services come with the following specifications:
		• A UTP CAT6 cable with a male RJ45 connector, supplying bandwidth at the ordered speed, installed at the exhibitor´s booth (where designated on the exhibitor´s floor plan).
		• One private SSID Wi-Fi service which covers the exhibitor´s booth area. The private SSID and its password are defined by the Exhibitor, although they are subject to approval. Passwords need to be at least 8 characters long.
		• One general Wi-Fi username and password which can be used to connect to the general exhibitor area Wi-Fi service (EXHIBITION_WIFI or EXHIBITION_WEB). Users can connect to the Wi-Fi services across the exhibition halls.
		• Each device that connects to the EXHIBITION_WI-FI will have a 10Mbps dedicated bandwidth. The number of concurrent EXHIBITION_WI-FI connections which are permitted depends on the service ordered:
		  o 10Mbps; up to 50 users
		  o 25Mbps; up to 75 users
		  o 50Mbps; up to 100 users
		  o 100Mbps; up to 150 users
		• For the 25Mbps and faster Internet access services, a secondary cable drop point (without service) is also provided, for backup purposes.
		• The Wi-Fi bandwidth is the theoretical maximum speed limit Fira Barcelona is offering with the contracted service. This means that the actual speed may be lower than the indicated bandwidth and depends on several technical aspects, all relating to wireless

		specifications such as the protocol used, number of connected users, distance to the access points, signal-to-noise ratio and interference etc.
8.	I am ordering a 10Mbps or faster advanced Internet access service with private SSID Wi-Fi. How many Wi-Fi devices can I connect and how does the bandwidth work?	10Mbps or faster advanced Internet access services include a private Wi-Fi service with private SSID for the exhibitor´s stand area. The number of maximum devices that can connect to the Exhibition Wi-Fi is detailed in the service description. The maximum number of wireless devices able to connect at the same time to the private SSID is 200. If you may need more capacity please contact Fira Barcelona IT services team. The speed (Mbps) of the Internet access for each of the services is symmetrical. For instance, with a ConnectMe Premium 10Mbps you will have 10Mbps upload and 10Mbps download in: - The cable at your stand - The private Wi-Fi over your stand location - Each of the EXHIBITION_WIFI devices connected with your credentials The more users you have connected at the same time to your private Wi-Fi service, the slower the connection will be. Perceived speed will depend on what the user will do on the device and with the Wi-Fi service. The Wi-Fi bandwidth is the theoretical maximum speed limit Fira Barcelona is offering with the contracted service. This means that the actual speed may be lower than the indicated bandwidth and depends on several technical aspects, all relating to wireless specifications such as the protocol used, number of connected users, distance to the access points, signal-to-noise ratio and interference etc. Please contact our technical support service for assistance, mwcbarcelona.internet@firabarcelona.com
9.	I am concerned about security. What security is Fira Barcelona providing with their IT products and services?	Security is a big concern for GSMA and also for Fira Barcelona. The IT products and services have been designed to provide sufficient security for all exhibitors. Internet access services are provided through individual VLANs which are completely blind to each other and other Internet connections, preventing most of the security breaches. The private SSID Wi-Fi service provided by Fira Barcelona also uses VLANs directly after the Wi-Fi transmission to prevent data capture from third parties connected to the network.
10.	I need more than one private Wi-Fi with SSID at my booth. What do I need to order?	Propagated network names, SSIDs, add "noise" to the Wi-Fi spectrum because they constantly emit the SSID name so devices can see it (even when it's hidden), so the air gets busier and the quality of the user´s Wi-Fi experience decreases. For this reason we must ensure the lowest number of SSIDs possible. By default, Premium Internet services (10Mbps or faster) include one private SSID. If an additional SSID is needed, please contact our IT support service to find the best solution for you mwcbarcelona.internet@firabarcelona.com
11.	How does the bandwidth work?	The speed (Mbps) of the Internet access for each of the services is symmetrical. For instance if your service is described as 2Mbps, you will have 2Mbps upload and 2Mbps download. The Wi-Fi bandwidth is the theoretical maximum speed limit Fira Barcelona is offering with the contracted service. This means that the actual speed may be lower than the indicated bandwidth and depends on several technical aspects, all relating

	to wireless specifications such as the protocol used, number of connected users, distance to the access points, signal-to-noise ratio and interference etc.
12. I need to establish a VPN tunnel, what should I order?	Fira Barcelona´s Internet services are completely free of any port filtering. For that reason, VPN tunnels established from a VPN client from a device within the venue to a remote site will work normally. In the case that you need to establish a VPN tunnel using a router or firewall you may need a dedicated fixed public IP address. Public static IP addressing can be ordered through servifira online ordering website.
13. What service level agreements (SLAs) will be included with the IT services?	Please click here to see the IT Services Terms & Conditions
14. How can I contact Fira Barcelona for IT related questions?	Fira IT services phone number: +34 93 233 3099 Fira IT services e-mail: mwcbarcelona.internet@firabarcelona.com servifira phone number: +34 93 233 2000 servifira e-mail: mwcbarcelona@firabarcelona.com