

Mobile World Congress Barcelona

IT Services Terms & Conditions

Version 1.1



Fira Barcelona

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1 IT Services description and ordering

IT Services catalogue – Starting on September 2019

Online ordering – [Click here](#) Starting on September 2019

Please note that:

All orders placed before **December 18th 2019** will receive a 10% discount

The last day to order online is **February 11th 2020**

As of **February 12th 2020**, orders must be placed onsite at the Exhibitor Service Desk.

Any Changes on delivered services must 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.

All other services will be delivered at an agreed date and time by a member of the Fira Barcelona IT Services Team. Deliveries will be done between February 12th and February 23th, from 9am to 7pm.

Late orders (those placed after February 11th) 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 2200**. 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 that don't fall under the incident category will be addressed as soon as possible, but the 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.

Ticket 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 raise a complaint and comments either at the Exhibitor Service Desks or using the **helpdesk line +34 93 233 2200**. 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 30st 2020. Exhibitors will have to send an email to mwcbarcelona.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 Wireless Policy – Wi-Fi & Frequencies

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

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

Cellular Frequencies, microphones and other licensed band are also coordinated by Fira de Barcelona. To check what bands are available for usage, please visit [Wireless Policy – Cellular Frequencies – Radio spectrum usage](#)

3.1 Wireless policy compliance: Control and penalties

In the interest of all at MWC, Fira Barcelona will act as a regulator of the use of the Wi-Fi 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 MWC. However, if needs be we will take the necessary action to serve the best interest of the MWC 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 Wireless 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 Wi-Fi 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 mwcbarcelona.internet@firabarcelona.com

If your request is related to any other frequencies like cellular frequencies or microphones, please contact the relevant team at mwcbarcelona.frequency@firabarcelona.com

The last day to submit such request is January 31st 2020. 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 Wi-Fi channels, limited signal power, ability to administrate your Wi-Fi networking devices and immediate reconfiguration if needed.

4 Deadlines summary

Early bird discount	18-12-19
Wireless Policy Acceptance in the MWC Barcelona Online Event Manual	24-1-20
Wireless Policy Exception request	31-1-20
Frequency Management Fee request	31-1-20
Wireless Policy Exception Official Communication to Exhibitors	7-2-20
Normal orders through servifira e-Commerce	11-2-20
Exhibitor Service Desk starts	12-2-20
Spanish Frequency regulator confirmation	14-2-20
Confirmation of assigned frequencies	18-2-20
Assigned frequencies usage	24-2-20 to 27-2-20
Complaints presentation deadline	30-03-20

5 Contact information

For requests regarding IT services please contact:

Fira Barcelona IT Services:

mwcbarcelona.internet@firabarcelona.com

T. +34 93 233 3099

For requests regarding other services and for payment and invoicing information please contact:

ServiFira

mwcbarcelona@firabarcelona.com

T. +34 93 233 2000