Choosing what's right for you, from our range of IT and internet connectivity services & solutions

At the NEC, we fully understand how increasingly important connectivity is to our Exhibitors and Organisers, and their visitors. To help everyone enjoy a great NEC experience we have put together a helpful range of services and solutions to suit your varying needs, and to make connectivity easy and convenient for you.

Planning is the key to success.

It's essential to get your connectivity organised well ahead of your event, so you're sure you are getting the service you want and need. It also ensures that any potential questions, issues or problems can be answered in advance – leaving you free to focus on business at your event, rather than worrying about IT.

Please don't leave it to the last minute - this guide will help you consider your options and make an informed decision about which service to choose. Once you have made your choice, or if you would like some further advice or assistance, you can book your connection or talk to our specialist team by contacting Sales and Customer Support.

Sales and Customer Support

Phone: 0844 3388338
E-mail: eventorders@thenec.co.uk
Web: thenec.co.uk/exhibitors

Your connectivity options

- **Hard Wire**
  Guaranteed connection, the option the NEC strongly advise for Exhibitors.

- **WiFi**
  Suitable for simple web browsing but with no guaranteed connection.
  More suited to Visitors.

- **Cellular Mobile network**
  Reliant on the mobile network operator, not ideal for a busy show environment where the network can often become saturated.

1. Hard Wire

A hard wired connection, installed by the NEC and delivered to your stand on a dedicated cable, **is the only way to guarantee fast, reliable connectivity**. The volume of traffic or users on this service has no impact on your dedicated connection – making it the most advisable choice for Exhibitors who wish to connect to their office systems, use web-based displays or make transactions on their stand.

• Delivered to your stand on a dedicated CAT5 cable with RJ45 connection by 2pm on the last build day.
• Varying speeds available.
• Device will connect via DHCP once connected.
• Additional devices can be connected to this service.
• Speak to our Sales and Customer Support team to book Hard Wire connectivity and to discuss any extra services you may be looking for.

2. WiFi

The NEC now provides a free basic WiFi service across the venue, accessible using any compatible device, such as smart phone, laptop or tablet. It's ideal for Visitors who want to browse the web, check their emails or use social networks. Performance can vary depending on demand and usage, though, so it is not advisable for Exhibitors – this free service should not be used where the connection is integral to the operation of your exhibition stand.

If the types of devices you are using on your stand mean that WiFi is your only connectivity option – for instance, iPads – please contact our Sales and Customer Support *team, using the phone or email details below. Please also read the separate section on the problems caused by unauthorised wireless routers.*

Unauthorised 'non NEC' wireless routers: why and how they cause problems

Exhibitors are asked, wherever possible, to not bring in their own wireless routers. There are very good reasons for this.

• Unauthorised routers compete with the NEC's own wireless system, and with other unauthorised routers.
• This can cause the whole system to become saturated, so all the wireless networks are unable to work efficiently and ultimately affect the venues free WiFi service for your visitors.

Before considering bringing in your own wireless router, please speak to the Sales and Customer Support team first.

If you have no other choice than to bring one in, please follow these guidelines carefully – to protect not just yourself, but also all other wireless users including other exhibitors and your visitors and customers.

• Don't offer open WiFi access, as your bandwidth will be used up by other devices, leading to slow internet speed.
• Adjust the router to the lowest power setting, if possible, so it does not interfere with the rest of the show.
• If your router has multiple broadcast options and only one is needed, please disable the others.
• Ensure you hide your SSID (Service Set Identifier) meaning only the devices you specify can connect to the SSID.

3. Cellular Mobile Network
   ### (including 3G/4G data connectivity)

The NEC has **coverage across all the mobile networks, but has no control over their performance or capacity,** which is reliant on the network operator (EE, Vodafone, O2, Three etc) themselves.

In a busy exhibition environment, the network infrastructure can become saturated by the sheer volume of users and usage. When that happens, mobile devices may be unable to take payments (on GPRS Devices) make and receive calls, texts or data. As you've probably experienced, this is a common problem across all venues where large crowds gather, from shows to sporting arenas.

All in all, the NEC are unable to absolutely guarantee connectivity through either WiFi or the Cellular Mobile Network, as is the case with any large venue. That's why we recommend that a hard wired, cabled connection is used wherever possible. Book yours well in advance – to ensure that we can provide one – and you'll have complete peace of mind about remaining connected throughout your show.

When you're ready to order your connection, or if there's anything you'd like to discuss, simply give Sales and Customer Support a call.

We look forward to hearing from you.

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