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Messe München GmbH
Hauptabteilung Technischer Ausstellerservice – IT/Telecommunications support
Messegelände | 81823 München | Germany
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Exhibitor	Hall / Stand no.	Outdoor exhibition area / Block
VAT no.	Contact	
Street / P.O.Box	E-mail	
Country / Town / Postcode	Tel. with area code and ext.	Fax with area code and ext.

We hereby order in the name and on behalf of the above main exhibitor and subject to acceptance of the terms of business set out on page 3. Orders in the name of co-exhibitors are not possible.

■ Connection with terminal

Quantity	No.	Item no.	Description	EUR
	1.	34003	Combi package 1 fully featured phone (fixed-line set incl. digital connection)	345.00
		34004	1 fax machine (normal paper fax incl. analogue connection)	
	2.	34005	Digital connection incl. fully featured telephone no facility for connection of analog or ISDN supplementary equipment	126.50
	3.	34006	Exhibition mobile phone (DECT) incl. charger cradle	114.00
	4.	34012	Fax machine for normal paper incl. connection	280.50

■ Connection without terminal

(only possible with RJ 45 plug or adapter)

Quantity	No.	Item no.	Description	EUR
	5.	34014	Analog extension for fax/modem operation	103.00
	6.	34055	external ISDN multipoint connection, incl. NTBA	325.00

■ Miscellaneous

Quantity	No.	Item no.	Description	EUR
	7.	34850	Standard hourly rate for other/additional services	95.50
	8.	34096	Additional fee for late orders received 2 weeks before the start of the official set-up	76.40
	9.	34099	Flat rate for modifications/cancellation fee	82.50

Required date of availability for ordered equipment

■ Please note

- Items 1 – 6 including call charges
- It is essential for a sketch of the stand layout to be submitted (e.g. form 6.4) before services can be provided!
- The above-mentioned connections are tied to Messe München's telephone service provider - no call by call or preselection possible (no 010... numbers can be dialled either!)
- For items 1 – 5, the prefix "0" must be dialled.

If you require further services/information, please give the name of the employee responsible at your company.

Name

Telephone

Fax

Place / date

Company stamp and legally binding signature of exhibitor

■ General Information about Information and Telecommunications Services

■ Perfect connections for talking to each other

State-of-the-art ISDN telecommunications systems and a first-rate advisory service are on hand in Munich. Your business is almost certain to benefit. Let's talk so that we can help you establish an even better dialogue with your existing and prospective customers.

■ 6.1 Telephone/Fax/Modem/ISDN

The Munich Trade Fair Centre is equipped with state-of-the-art communications technology and provides optimum facilities for the transmission of voice, data and image information through a comprehensive infrastructure with high-performance communications connections/equipment.

Voice communications are provided throughout the entire exhibition site by a modern ISDN telecommunications system. Apart from digital connections, fully featured telephones, fax machines and modems, Messe München also provides against payment mobile phones based on the DECT standard (Digital European Cordless Telecommunication) which guarantee that you can be reached anywhere on the entire exhibition site. By dialling the exchange code "0" you can set up calls directly to any telecommunications terminal worldwide, while being available for national and international calls to maintain and expand your business contacts.

In conjunction with the telecommunications system the terminals at your exhibition stand provide you with numerous features to support efficient communications:

- **Fast call setup** through state-of-the-art technology and ISDN functionality
- **Displays and menu-guided user instructions** provide you with visual assistance when telephoning
- **Function/speed calling keys** for storing frequently used functions (e.g. dialling the company head office by pressing a single key)
- **Open listening with fully featured phones**
- **Consultation hold/transfer of calls** to other connections within your stand organization (also from and to the mobile telephones) and to any connections on the exhibition site
- **Number redial**
- **Callback function** (e.g. request to call back can be left if connection is busy)
- **Call forwarding to another connection** (e.g. your exhibition mobile phone (DECT) so that you are not tied to one place)
- **Station hunting with several connections** i.e. multiple availability via one call number even if stations are busy
- **Electronic lock** to protect terminal equipment against unauthorized use
- **Voice memory/voice box** integrated call answering function for fully featured phones and DECT telephones with the option of selected call-up. A caller who does not reach you immediately can leave a message for you here.

The ordered equipment and functions are delivered to the exhibition stand in the variants described below ready for operation (including installation and instruction on use).

■ Services in Detail

■ Combi package

Includes the provision of a fully featured telephone (digital connection) and a fax machine for normal paper (analog connection).

■ Fully featured phone

Includes the provision of the telephone set including connection to your exhibition stand with the following features:

- Display
- Function/speed calling keys
- Open listening
- Number redial
- Call forwarding
- Call back
- Conference call
- Consultation hold/call transfer and the optional extra functions

■ Exhibition mobile phone (DECT)

Including spare battery and charger with the following features:

- Telephone conforming to DECT standard
- Cordless link anywhere on the entire exhibition site
- Call number memory
- Consultation hold/call transfer and the optional extra functions

■ Fax machine including connection

- Normal paper fax
- Easy operation
- Local copying function

■ Analog connection (without terminal)

Allows exhibitors to connect their own equipment. (Connection is possible with RJ 45 socket or adapter only.)

The following equipment can be connected:

- Fax/modem
- Combi-fax
- Credit card reader
- Analog telephones
- Answering machines

■ ISDN connection (without terminal)

The ISDN connection is particularly suitable for digital data transfer directly from the PC from or to your exhibition stand on the exhibition site. All forms of telecommunications are available to you directly in conjunction with the suitable software (data transfer software, etc.).

The ISDN connection conforms to the European standard and is supplied without terminals. This enables you, for example, to use a preconfigured PC from your company on the exhibition stand so that you can use your familiar work environment. (Connection is possible with RJ 45 socket or adapter only.)

The ISDN connection is provided with the following features:

- DSS1 protocol
- 3 call numbers
- 2 64-kB B-channels
- Network termination (NT)

■ Electronic lock

The electronic lock for protecting against unauthorized use is available for the following equipment:

- the combi package
- the digital connection incl. fully featured phone
- the exhibition mobile phone (DECT)

■ Voice memory function

The voice memory function is available with the following equipment:

- the fully featured phone package
- the digital connection incl. fully featured phone
- the exhibition mobile phone (DECT)

■ Standard hourly rates

The prices for performing miscellaneous/supplementary work that the exhibitor wishes to have carried out will be calculated on request.

■ Terms of Business for Information and Communications Services

■ Orders

The information and telecommunication services detailed overleaf are to be ordered exclusively through Messe München GmbH (MMG). Orders are subject to approval by MMG; this approval 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 overleaf, either partially or entirely, on condition that notice of cancellation is received by MMG 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 MMG. MMG is not obliged to grant such approval. MMG 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 MMG can provide evidence that the costs incurred were greater than the amount of the standard cancellation fee, then MMG 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 MMG 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 MMG, in particular with regard to installations on the exhibition stand, then MMG is entitled to charge a modification fee of **EUR 82.50** plus VAT for each modification, on condition that MMG actually commits to carrying out the modification. An additional fee of **EUR 76.40** 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 MMG. 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, MMG shall be entitled in particular to demand reimbursement of the costs of analysing the malfunctions and for fault clearance from the exhibitor. MMG 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 MMG 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 MMG or modify the prescribed subnet masks. If an exhibitor fails to comply with this obligation and malfunctions occur as a result MMG shall be entitled in particular to demand reimbursement of the costs of analysing the malfunctions and for fault clearance from the exhibitor. MMG 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, MMG 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, MMG will clear the fault at the request and risk of the exhibitor at the MMG prices valid at the time of the trade fair.

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

When using Internet connections (ADSL, IP connections, ISDN, 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), MMG 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 paragraphs 130, 130a and 131 of the German Criminal Code, encourages criminal activity, glorifies or trivialises violence, is pornographic or suitable for use as pornography as defined under paragraph 184 of the German Criminal Code, constitutes a serious moral risk for children or juveniles or compromises their welfare.

■ Service Centre

A service centre has been set up on the exhibition site in case of faults. This service centre can be contacted under the number (+49 89) 9 49-1 16 66 during the following times:

- set-up period: 8:00 to 18:00
- 1st day of event: 1 hour prior to event commencing through to end of event
- during the trade fair: in accordance with the 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: 9:00 to 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 MMG's liability is concerned, item 6 of the General Terms of Contract for Exhibitor Services of Messe München GmbH applies. If an order is received by MMG later than five weeks prior to the opening of the fair or event, then acceptance of the order does not imply that MMG assumes any responsibility for the proper and timely fulfilment of service provision. In such cases, should MMG fail to fulfil service provision or fail to fulfil 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 trade fair centre 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 Conditions

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, EURO-ISDN 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 the EURO-ISDN and fax/modem connection. Fibre-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.

Messe München GmbH will then order the external connection path as far as the transfer point (e.g. from Deutsche Telekom AG).

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.