DIHAD®

مـعـرض ومـؤتمـر دبـي الـدولـي للإغـاثـة والتطويـر
Dubai International Humanitarian Aid & Development Conference & Exhibition
21 - 23 March 2017
Dubai International Convention and Exhibition Centre, Dubai - UAE

DATA & TELECOM SERVICES FORM 2017

Please Return Completed Forms to DWTC's Exhibitor Services:
Helpline: +971 4 308 6333 • E-mail: exhibitors@dwtc.com

Please complete in type or block capitals (we cannot be held responsible for mistakes from illegible handwriting)

EXHIBITION DETAILS

Exhibition Name		Exhibition Date	
Hall Name/No.	Stand No.	Stand Name	

ORDER CONTACT DETAILS (we require these details so we can contact you about your order)!

First Name					
Last Name		Job Title			
Company Name / Type		Contractor	Exhibitor	Agent	
Company Address					
Company City		Postal Code		Country	
Direct No.		Mobile No.			
E-mail (important service information will be sent to this address)					
On-site Contact Name		On-site contact No.			

PAYMENT DEADLINES:

4 weeks or more — **20% OFF** — Pay 4 weeks or more before the show to get a 20% discount.

4 weeks or less — **STANDARD RATE** — Pay 4 weeks or less before the show and enjoy standard rates.

On-site — **50% SURCHARGE** — Pay on-site once build-up has started and add a 50% surcharge.

METHODS OF PAYMENT:

Now — **CREDIT CARD** — Pay online using Visa or Mastercard for instant confirmation.

5 days prior — **COMPANY CHEQUE** — Make cheque payments, 5 working days prior to deadline at the Exhibitor Services Shop.

10 days prior — **BANK TRANSFER** — Make a bank transfer, 10 working days prior to deadline.

A World of Possibilities:

Dubai World Trade Centre is expert in delivering all your telecommunication and data services requirements during the exhibition. For ease, you can order directly using this form. However if you have more complex requirements such as direct external lines, leased lines, wired networks then please contact us and we will be delighted to quote for you.

The Exhibitor Services Catalogue is now available containing full product descriptions and imagery: Contact us on +971 4 308 6333 or e-mail us at exhibitors@dwtc.com

Due to the variability of wireless network signals within the exhibition environment, Dubai World Trade Centre operates the following;

Wireless internet networks installed by exhibitors and their contractors can only function on 2.4GHz, however DWTC does not recommend this for product demonstration due to interference from multiple networks and is unable to offer any technical support on this frequency.

Dubai World Trade Centre operates a "Clean Air" policy on wireless internet networks functioning on 5GHz and will reserve the right to switch off any unauthorised 5GHz wireless networks.

The "5GHz Wireless Internet Access" product only operates on the 5GHz wireless band. To know if your device supports 5GHz radio you can search www.gsmarena.com to see the specifications of your smartphone or tablet under DATA_WLAN. If it has "Wi-Fi 802.11 b/g/n" then it only supports 2.4GHz, if it has "Wi-Fi 802.11 a/b/g/n" then it supports 5GHz.

Any orders for internet access must have the required information detailed in full before the order will be processed.

Item Description	Connection speed	PAYMENT DEADLINES:			Quantity	Total cost
		4 weeks or more	4 weeks or less	On-site		
Wired internet *(grid plans required)*	1 Mbps	-20%	4,460.00	+50%		
	2 Mbps	-20%	5,760.00	+50%		
	4 Mbps	-20%	7,710.00	+50%		
	10 Mbps	-20%	10,000.00	+50%		
	20 Mbps	-20%	13,500.00	+50%		
	40 Mbps	-20%	18,225.00	+50%		
		Higher band widths available on request				
Leased line		Price on application				
	Number of users	Per user per event				
5GHz Wireless internet access *(charged at the number of users required x corresponding rate)*	1 - 4	500.00				
	5 – 49	360.00				
	50 – 99	250.00				
	100 plus	200.00				
2 Hour 5GHz wireless internet access per user		50.00				
Network switch and configuration with 4 network points *(grid plans required)*		-20%	1,300.00	+50%		
SUBTOTAL						

REQUIRED INFORMATION

✓ **Type of stand**	Shell scheme		Single-storey space only		Double-storey space only	
✓ **Type of device**	Laptop computer		Desktop computer		Tablet	Smart phone
Quantity of devices						
✓ **Internet usage**	E-mail		Internet browsing		Video/ Voice calling e.g. Skype	
	Video streaming		Others			
✓ **Clean Air policy**	Received and understood		Received but have questions		Not received	

✓ I have detailed my data requirements below and ask that a DWTC specialist calls me back to discuss:	

TELECOM LINES

Item Description	Deposit	PAYMENT DEADLINES:			No. of lines	Total cost
		4 weeks or more	**4** weeks or less	**On-site**		
Telephone line and handset through PABX	3,000.00	-20%	1,175.00	+50%		
Fax line and machine through PABX	3,000.00	-20%	1,225.00	+50%		
ISDN	3,000.00	-20%	1,430.00	n/a		
Point of sale line		-20%	1,430.00	n/a		
SUBTOTAL						

GRAND TOTAL in United Arab Emirates Dirham (AED)	
Laptops, iPads, printers, touch screens and video conferencing systems available on request. **Please contact Exhibitor Services on +971 4 308 6333 or exhibitors@dwtc.com**	

Terms and Conditions:

1) All orders for data and telecom services must be paid in full at the time of ordering. All rates are quoted in United Arab Emirates Dirhams. Cancellations or amendments to confirmed and paid orders are not permitted.

2) **The "4 Weeks or more" rates are charged 4 weeks and more prior to the start date of the event**. Items must be paid at the time of ordering or will be automatically cancelled.

3) **The "4 Weeks or less" rates are charged within 4 weeks and less prior to the start date of the event.** Items must be paid at the time of ordering or will be automatically cancelled.

4) Orders placed **on-site** once build-up has commenced are subject to availability and charged at the **standard "4 Weeks or less"** rates plus **50%**.

5) Successful delivery of your order is dependent on the correct stand number and name of exhibiting company being provided. Please ensure that any changes to the stand number or exhibiting company name are communicated to DWTC by e-mailing exhibitors@dwtc.com.

6) **Wired internet:**
   a. A computer or device with a RJ45 network interface is required to use DWTC wired internet connections.
   b. Internet lines are activated on the last day of build-up. Please advise if you require the service prior to this date.

7) **Wireless internet:**
   Due to the variability of wireless network signals within the exhibition environment, Dubai World Trade Centre operates the following;

   a. Wireless internet networks installed by exhibitors and their contractors can only function on 2.4GHz, however DWTC does not recommend this for product demonstration due to interference from multiple networks and is unable to offer any technical support on this frequency.
   b. Dubai World Trade Centre operates a "Clean Air" policy on wireless internet networks functioning on 5GHz and will reserve the right to switch off any unauthorised 5GHz wireless networks.
   c. The "5GHz Wireless Internet Access" product only operates on the 5GHz wireless band. To know if your device supports 5GHz radio you can search www.gsmarena.com to see the specifications of your smartphone or tablet under DATA _ WLAN. If it has "Wi-Fi 802.11 b/g/n" then it only supports 2.4GHz, if it has "Wi-Fi 802.11 a/b/g/n" then it supports 5GHz.
   d. Any orders for internet access must have the required information detailed in full before the order will be processed.

8) **Telecoms:**
   a. Telephone lines such as direct external lines (DEL), point of sale lines (POS) and ISDN do not include per unit call charges which will be deducted from the deposit after the event
   b. Telephone lines are automatically programmed to allow for international calls unless otherwise requested.
   c. ISDN lines are supplied without the required ISDN modem.
   d. A preconfigured credit card machine with a UAE bank account, is required for a point of sale (POS) lines which are supplied without the required credit card machine.
   e. A power socket is required for fax and credit card machines.

9) **General:**
   a. It is essential that you inform your stand contractor that telecommunication or data lines have been ordered and it is the responsibility of the stand builder to pull the ordered cables inside the stand during build-up.
   b. Any equipment supplied is the responsibility of the exhibitor during the event and should be returned on the last day of the event. Any loss or damage incurred will be charged to the exhibitor.

10) **Clean Air Policy:**

   a. **Purpose**

   As the 5GHz Wi-Fi wireless networking uses the shared resource of the unlicensed radio frequencies, it is necessary to regulate the usage of such devices within the Dubai World Trade Centre (DWTC) venues.

   By applying this policy, reliable and secure Wi-Fi based services can be provided at DWTC. This policy applies to all 5GHz wireless networking devices and users on DWTC premises.

   b. **Policy**

   Ownership and Management of Radio Airspace

   DWTC is the owner of the 5GHz unlicensed radio frequencies on its property, that is, the 5GHz Unlicensed National Information Infrastructure (UNII) bands used in wireless networking. DWTC is responsible for managing these radio frequencies for the benefit of DWTC users. DWTC may restrict use of any devices that can cause interference in the unlicensed radio frequency ranges.

   DWTC is solely responsible for providing wireless networking services within its venues and offices. No other entity may deploy wireless network access points or other wireless service in its space. Private wireless access points in the exhibition halls, concourse areas, meeting rooms or offices are strictly prohibited. DWTC reserves its right to sanction non-compliance.

   DWTC is responsible for maintaining a secure network and will deploy adequate security mechanisms to support wireless networking in the venues.

   DWTC deployed a 5GHz wireless network to cover all its venues, based on the 802.11a/n standards. DWTC will work with other entities to accommodate special needs, where technically feasible. DWTC will collaborate with organizers and tenants where devices used for specific business reasons may require specific solutions.

   Wireless Service Considerations

   Wireless networking has bandwidth limitations compared to the wired network. The wireless network should be viewed as augmenting the wired network, to provide more flexible network use. Applications that require large amounts of bandwidth, or are sensitive to changes in signal quality and strength may not be appropriate for wireless access.

   Standards supported

   IEEE 802.11a/n is the preferred wireless networking standard.
   Security standards may be applied as needed.

Signature: _____ Date: _____ Company Stamp:_____

event*serve*
BY DUBAI WORLD TRADE CENTRE

WiFi LOGIN GUIDANCE

Dubai World Trade Centre only offers support for those devices that are compatible with the 5GHz wireless frequency, therefore please ensure that your device supports this band.

I WANT TO CONNECT MY LAPTOP

If you are trying to connect from your laptop, please consult your IT administrator if your laptop supports 5Ghz, if not, please contact our Exhibitors services desk, and one of our IT engineers will be more than happy to assist you by installing a wireless adaptor into your laptop, it will cost you AED200 once and forever.

I WANT TO CONNECT MY TABLET

If your tablet is IPAD 3 ,2, retina or any Samsung tablet, you are able to connect smoothly to our wireless network, for any other tablets model/brand, please visit Exhibitors Services desk before purchasing the WiFi account, and one of our IT engineers will be more than happy to assist you.

I WANT TO CONNECT MY SMART MOBILE

Please make sure that your smart phone is compatible with 5 GHz frequency, for more details please find below table, if your smart phone is not listed below, please contact Exhibitors Services helpdesk before purchasing the WiFi account, and one of our IT engineers will be more than happy to assist you.

MOBILE	5ghz
iPhone 4/4s	✘
iPhone 5/5s/6/6 Plus	✔
Galaxy S2/S3/S3 Mini/S4/S5	✔
Galaxy Note 1/2/3/4	✔
HTC One	✔
LG Nexus 4/5	✔
Blackberry Bold/Curve/Torch or Older	✘
Blackberry Bold 9900/Z10/Q10/X10/Passport	✔

For any assistance, please contact our helpdesk:
E-mail: exhibitors@dwtc.com
Tel   : +971 4 308 6333