

# AT YOUR SERVICE...

EXCELLENCE AS STANDARD



## ACC Liverpool Wi-Fi

### Complimentary Wi-Fi

ACC Liverpool offers complimentary Wi-Fi across all areas of the venue allowing delegates and visitors to browse the internet, check e-mails and use social media with an available internet bandwidth of up to 1Gb across the venue.

Please note that as standard speeds are up to 5Mbps. Complimentary Wi-Fi can be identified on your device as 'FREE WI-FI'

Please note exhibitors and organisers relying on Wi-Fi for presentation purposes or stand activity should always purchase a Wired Internet Connection or an upgraded Wi-Fi solution, to provide the best possible service and receive support from our on-site Team.

### Upgrade Options

Should you wish to provide increased speeds to the Wi-Fi, there are various upgrades available, as follows:

#### Upgrade to Free Wi-Fi

This service will increase user speeds up to 15Mbps and, although it may not be suitable for streaming, this service will increase speeds for basic internet for all users across campus.

**£795 +VAT per day**

#### Sitewide SSID and Speed Upgrade

This service allows you to choose the name of the SSID, for example to the Conference or Event Name, and will also provide you with access to the 1Gbps bearer, shared with the rest of the site. These speeds will enable guests to browse, download and stream content. You also have the option to use with or without a password that guests will need to use to access the internet. Please note, unsecured networks offer less security than a password protected network.

The SSID and Pre-shared Key (PSK or password) can be renamed any alphanumeric, case-sensitive entry from 5 to 32 characters.

Note: the following six characters are not allowed; +, ], /, ", TAB and trailing SPACE. In addition, the following three characters cannot be the first character: !, #, and ;':

**£1,575 +VAT per day**

#### Individual Premium Wi-Fi Codes

You will receive 5 x complimentary, 25Mbps single device username and passwords for the premium network which will be valid throughout the whole event tenancy. Should you wish to purchase additional single device access codes, they are available at **£235 +VAT per device** (speeds up to 25Mbps) and **£110+VAT per device** (speeds up to 15Mbps).

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### Landing Page Adjustments

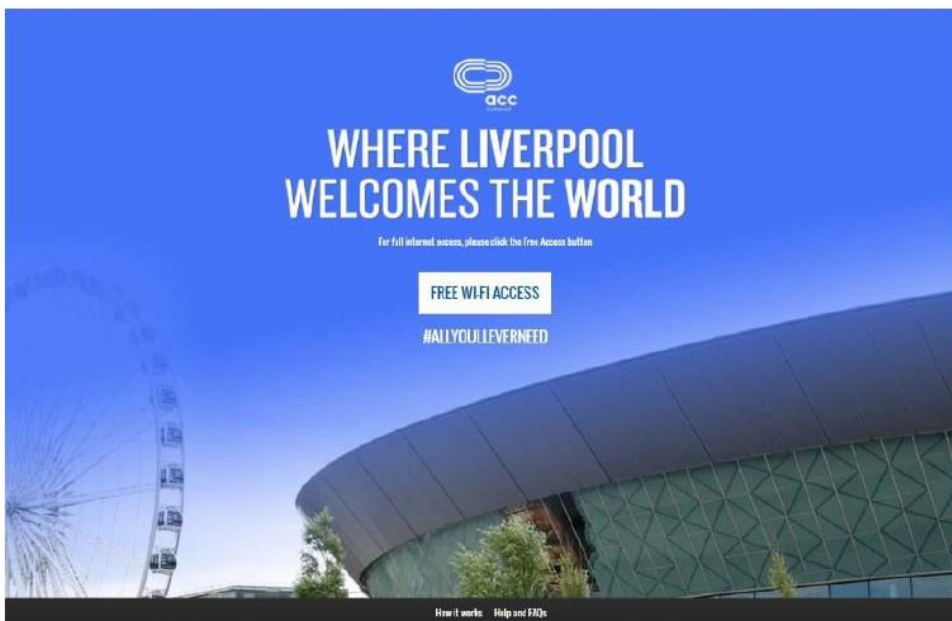
When attempting to connect to the ACC Liverpool Wi-Fi, delegates will be greeted with a landing page. As standard this will come with ACC Liverpool branding, with no cost attached. There is a second option to brand the landing page with the event logo, up to two sponsor logos or one advert and background picture.

Once signed in, all delegates are re-directed automatically to your homepage or a website of your choosing. This will cost **£525 +VAT per day**.

If you are using an app which requires the landing page to be removed, this can be arranged for **£525 +VAT per day**. Please speak with your Event Manager to discuss the best options for you.

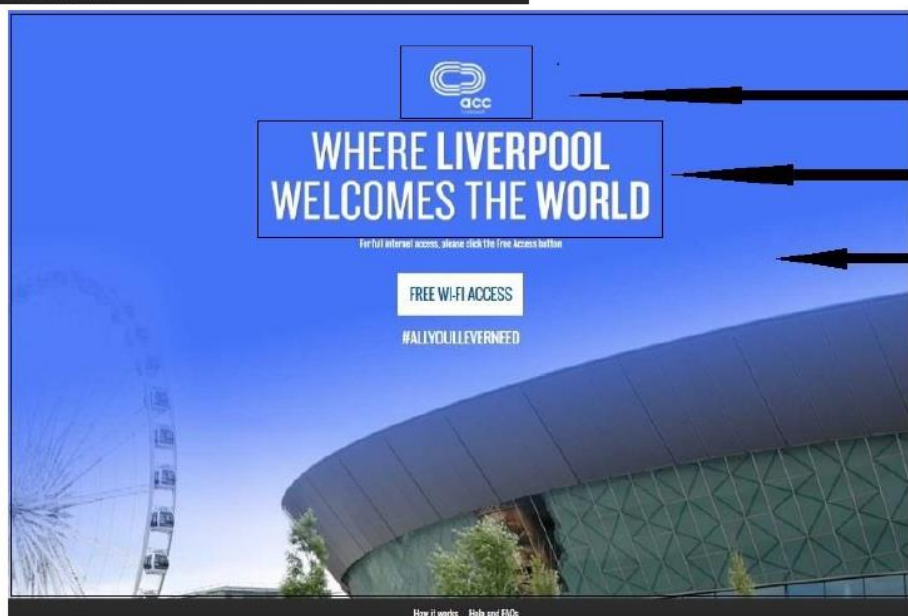
Please note the landing page is automatically disabled when upgrading to the Sitewide SSID.

Artwork must be supplied at least 7 working days before event start date.



Cost - free of charge

Cost - £525  
+VAT per day



Sponsor Logo

Conference Logo

Background Image



## Connectivity, Your Questions Answered...

### **How much internet bandwidth does the venue have to offer?**

The available bandwidth across campus is 1Gbps.

### **What is the maximum number of concurrent users your system allows for, and how much bandwidth could each user expect as a minimum during maximum utilisation?**

We have capability for up to 5000 concurrent users across the campus, however numbers may vary depending on what the users are accessing and in which area of the building they are situated i.e. if all users are concentrated in one area of the building.

### **Is the Wi-Fi provision throughout the venue? Is it free of charge or a paid for service in the:**

Public Areas – Free Wi-Fi is available to everyone, an upgraded service is available at a charge

Meeting Rooms - Free Wi-Fi is available to everyone, an upgraded service is available at a charge

Exhibition Halls – Free Wi-Fi is available to everyone, an upgraded service is available at a charge. Exhibitors are encouraged to purchase upgraded connections to get the best possible service and receive support from our on-site Team.

Please note that the Free Wi-Fi is not supported, we will endeavour to assist if there are any issues however if you require an upgrade please speak to your Event Manager.

### **Is a wired connection more reliable than Premium Wi-Fi?**

Yes. Please speak with your Event Manager to find a package which suits your requests.

### **What system does your venue use for logging users on? How easy is it and is there any opportunity for the landing page to be sponsored and provide a possible revenue stream.**

Detailed instructions are available from your Event Manager. Delegates select the appropriate network and are directed to a landing page.

Once logged on, you can direct users automatically to your website. Ask your Event Manager for more information.

### **Do you have any way of increasing capacity in high density areas?**

There are ways to increase capacity in specific areas by placing extra access points in high density areas to allow additional users to access the internet or create 'hotspots'. Please ask your Event Manager for more information.

**I have my own router. Can I use it on your Wi-Fi network or can I create my own Wi-Fi network?** No. We do not permit the use of third-party access points, wireless routers or other devices to create your own Wi-Fi network as this causes interference with our venue wireless networks and other internet users.



## Frequently Asked Questions Continued

### **Do you actively manage and potentially shut down rogue/unauthorised Wi-Fi networks?**

Upon instruction by the Event Manager, our IT team will request that exhibitors turn off unauthorised wireless networks and provide information regarding the options available to exhibitor in order to gain authorised access.

### **What Wi-Fi protocols are supported? What Wi-Fi security options are available?**

The protocols supported are; 802.11 bgn (2.4Ghz) a n ac (5Ghz)

The security options available are; 802.1x, Static WEP (+802.1x), WPA + WPA2, AES.

### **Can existing SSIDs be modified or additional SSIDs be added to your existing Wi-Fi infrastructure?**

Our Wi-Fi infrastructure is highly flexible and most client requests can be accommodated. If you have any specific requirements please speak to your event manager.

### **If a portal page is used, can it be bypassed to provide automatic connection?**

Yes. Speak with your Event Manager for further information.

### **Does your Wi-Fi network block any protocols, e.g. VPN?**

All internet connections are protected behind our onsite firewall stack. Most common internet protocols are allowed by default (e.g. VPN, FTP, Skype, etc.). However, should you require any specific firewall configuration or ports to be available please speak to your Event Manager. For security, client isolation is in effect and peer to peer networking is blocked by default. VPN Software may need to be temporarily disabled to allow authentication on to our network.

### **Is it possible to disable the Wi-Fi?**

Please speak to your Event Manager to discuss specific event requirements

### **Which network will be best to connect my PDQ machine?**

Neither the free or premium networks are appropriate for PDQ devices. If your device has wireless connectivity, please speak to an ACC Liverpool staff member or the event organiser to request venue IT support. Our on-site IT technicians will connect you to our dedicated PDQ network at no extra cost.

If exhibitors have a PDQ machine with internet connectivity, our on-site technicians can provide support. If the device has hard-wire connectivity, the exhibitor should order this connection prior to your event. If the device has wireless connectivity, the exhibitor should speak to an ACC Liverpool staff member or the event organiser to request venue IT support. Our on-site IT technicians will be able to connect the exhibitor to a dedicated PDQ network at no extra cost. Any exhibitors who attempt to connect their device to the free or premium Wi-Fi networks may experience connectivity issues.

**Please note if any element of the event relies on a stable internet connection you should always opt for a wired internet connection where possible.**