

IMPORTANT NETWORK INFORMATION

Recommendations

As a general precaution, Elmia recommends protecting guest equipment with:

- Personal hardware or software firewall
- Continuously updated virus scanner
- Use or VPN (Virtual Private Network) if connection to corporate network or data is established.

Disclaimer

Elmia is not responsible for functionality or content on any site on the Internet or services reached with Elmia network. Elmia shall not be held responsible for faults or damages on guest equipment except if it is only and solely Elmia's fault.

Even if Elmia will perform service and necessary technical maintenance, there is no guarantee from Elmia that the offered Internet service will work completely, constantly and securely or without delay or disruption. The user has to accept such interference in the use of the service.

Elmia's responsibility for damages, direct or indirect, that arise due to that that the Internet service cannot be offered during an event, for example due to technical problems, is limited to refunding of parts or all of the fee paid for the Internet service. Further claims cannot be made by the user.

Terms and conditions

- The user is responsible to follow legal, ethical, moral and generally accepted Internet and e-mail behaviour when using Elmias network. Elmia has the right to block or limit user access to the use of the service if terms and conditions are not respected.
- The customer is responsible for his or her own configuration and equipment, for example connection of computer equipment, printers, installations and such. Faults that are outside of Elmia's responsibility is for example cables installed, misconfigured gateways, DNS and IP addresses, start pages pointed to an intranet address or other to the user local web page or other customization which does not meet Elmia AB's configuration requirements etc.
- A support fee according to current rates (presently 995 SEK per started hour) will be issued for support requested if the fault proves to be outside of Elmia AB's area of responsibility (see sections above).

- Before support is requested the customer shall check that power cables and network cables are correctly connected to the equipment. If support staff is called and discovers that the connection is not working due to that the equipment has been disconnected by the customer, for example cables pulled out, the customer will be billed the support fee.

If the problem is fixed by the customer after support staff has been called, the support staff shall be notified to be able to cancel the action, for example by calling the exhibitor information front desk. If this is not done, the customer will be billed a fee equivalent of 30 minutes of support.

Exhibitors with their own network equipment

The provided wired network is in its standard design intended for up to one computer or other network device. If the exhibitor wishes to connect more than one computer or device to the network the exhibitor has to contact their sales contact at Elmia and upgrade their connection to be able to connect more devices.

If the need for more connections arises during the fair, the exhibitor should contact the information desk and ask to upgrade their connection.

Only network equipment provided by Elmia is allowed to be used, any other network equipment is not permitted, since they could interfere with Elmia's network. If the exhibitor still has a need to use their own network equipment in their booth, then the exhibitor has to contact Elmia AB's IT-department and have this approved before any installation is performed.

If support is needed to get the exhibitors configurations to work with Elmia's network or equipment, the customer will be charged regular support fees.

Elmia AB reserves the right to disconnect the customer's equipment, if it in any way is interfering with Elmia's network.