Internet Form.

ARENA●MK

Contact & Company Name:	
Date of Event:	
Stand Number:	
Contact Number & Email Address:	

Arena MK Connectivity Terms and Conditions

Arena MK utilises the latest 802.11ac Wireless technology coupled with Fibre connected Cisco network infrastructure to provide you with a seamless internet service for your usage. Our Wi-Fi network can take up to 500 active devices. If you require high internet usage to stream a video or demonstrations that your company depends on, then it is strongly recommended to use a dedicated Hard-wired Line. No customer /external equipment (routers, switches, Wi-Fi access points or hotspots) is permitted to be installed without prior consent from the IT Manager. You must keep private any security details e.g. passwords/details provided to you by ArenaMK; any misuse or unauthorised access will result in loss/withdrawal of service. We offer an uncontended service on Hard Wired Internet lines and on-site technical support during working hours of 8am and 6pm Monday- Friday. If you require any dedicated support or support out of these working hours this will result in an additional charge.

It is the responsibility of the organisers to communicate with and ensure their exhibitors and sub-contractors adhere to these terms and conditions.

Dedicated Hardwired Internet Line		Qty	Total
100mb up and 100mb down + Drop Point	£4,675.00 + VAT per day		
50mb up and 50mb down + Drop Point	£2,375.00 + VAT per day		
25mb up and 25mb down + Drop Point	£1,255.00 + VAT per day		
10mb up and 10mb down + Drop Point	£550.00 + VAT per day		
5mb up and 5mb down + Drop Point	£375.00 + VAT per day		

Dedicated Hardwired Internet Line Terms and Conditions

All Hardwired Internet Lines and bandwidth are provided by Arena MK and are dropped from the ceiling. The quote stated above includes the point being dropped to the stated location prior to the clients arrival. Hardwired Lines are specifically for Hardwired connections. We offer an uncontended service for your requirements on speed, this can be adjusted at clients request at additional cost.

Internet Form.

Wireless Internet with Personal SSID		Qty	Total
100mb Wireless Internet with Personal SSID	£950.00 + VAT per day		
50mb Wireless Internet with Personal SSID	£750.00 + VAT per day		
25mb Wireless Internet with Personal SSID	£550.00 + VAT per day		
10mb Wireless Internet with Personal SSID	£450.00 + VAT per day		
5mb Wireless Internet with Personal SSID	£350.00 + VAT per day		
3mb Wireless Internet with Personal SSID	£250.00 + VAT per day		

Please refer to the below internet speeds guide for usage guidelines. The speed of WiFi required is all dependant on the activty/ usage of the device and a higher speed may be required than stated.
It is down to the customer to determine what speed internet they require, Arena MK will accept no responsibility if the speed ordered and supplied is not sufficient for the usage required on the day. If the ordered internet is not sufficient this can be upgraded on the day but additional chargers will apply.

Wireless Internet with Personal SSID Terms and Conditions

Arena MK provides complimentary Wi-Fi to guests/exhibitors which is 5mb up and 5mb down. We have a full in-house Wi-Fi system that we can broadcast multiple personal SSID's at various speeds. We do not allow exhibitors to broadcast their own Wi-Fi; we do it this way to avoid exhibitors Wi-Fi from conflicting with our in-house system and vice versa. Any breach of this and/or unauthorised equipment will result in loss of service. Any usernames and password provided to customers must be kept securely as our system monitors/detects and removes rogue devices for your safety and security.

IT Support

If you require dedicated IT support during your event we can provide this through our in house IT Team. The cost for this is per the below:
£56.00 + VAT per hour Monday- Friday
£68.00 + VAT per hour Saturday & Sunday
If dedicated IT support is required this needs to be booked a minimum of **two weeks prior** to the first contracted event date.

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Internet Speed Guide	
3+ mbps	• Occasional browsing • Checking Emails Ideal for • 1 person/ device
5+ mbps	• Regular browsing Music streaming/ • social media use Ideal for 1 person/ • device
10+ mbps	• HD video streaming Casual gaming • Moderate file uploads/ downloads • Ideal for 1-2 person/ device •
25+ mbps	• Ultra HD or 4K streaming • Frequent gaming Large file • uploads/ downloads Ideal for • 2-4 people/ devices
50+ mbps	• Simultaneous HD streaming • Simultaneous gaming Ideal for 5+ • connections/ devices
100+ mbps	• Simultaneous 4K streaming • Simultaneous gaming Live • broadcasts Very large uploads/ • downloads Ideal for 15+ • connections/ devices

For and on behalf of the Hirer	
Signature:	
Name:	
Position:	
Date:	

Please return this completed to either
katie.stone@arenamk.com or mia.holder@arenamk.com