

ExCeL London IT Services - FAQs

Wi-Fi Service

Q: What is the speed of the purchased Wi-Fi service?

A: It is up to 8Mbps for upload and download. If you require faster speeds or a secure connection, we recommend that you purchase one of our hard-wired connections.

Q: When will our purchased Internet service be activated?

A: Any cabled or Wi-Fi internet service will be switched on from the first day of the show being in build.

Q: Why might my device not be able to pick up the Wi-Fi network?

A: It may be because your device does not operate at a 5Ghz frequency. We would recommend that you check whether the device you intend to use has this facility before you come to site. If this is the case, a 5Ghz adaptor can be ordered by either calling 020 7069 4400 or email us at exhibitororders@excel.london.

Cabled internet

Q: Why would I buy a cabled Internet service?

A: Purchasing a cabled Internet service guarantees a secure and reliable connection.

Q: What would a 1Mbps connection be suitable for?

A: 1Mbps is ideal for secure connection for PDQ machines.

Q: What would a 5Mbps connection be suitable for?

A: 5Mbps is ideal for Internet browsing, email, and 720p video content.

Q: What would a 10Mbps connection be suitable for?

A: 10Mbps is ideal for Internet browsing, email, and 1080p video content.

Q: What would a 20Mbps connection be suitable for?

A: 20Mbps is ideal for Internet browsing, email, and 4k video content.

Q: Can a cabled Internet speed be upgraded to a higher speed?

A: Yes, this can be upgraded before or during the event by calling us on 020 7069 4400 or emailing us at exhibitororders@excel.london.

Q: Why do you need a marked-up floor plan of my stand for hard wired Internet?

A: Our engineers need to ensure we have the correct orientation of your stand so we can run the cables to the duct closest to your device.

*General questions***Q: How long is the Internet service guaranteed for?**

A: It is guaranteed for the duration of the event.

Q: Is there anyone available to help with Internet connections on site?

A: When on site our engineers can be reached via our service desk, or by using the in-hall phones located on the walls and dialling extension 4342. Alternatively, please call on 020 7069 4342 or email us at exhibitororders@excel.london.

Q: Where can I find any additional cabling or switches that have been ordered once I arrive on site?

A: The engineers will deliver the equipment you have ordered to your stand during the build. They will then collect during the breakdown of the event. Additional cabling can also be bought from the Business Services shop located downstairs in the venue between hall entrances N4 and S4.

Q: What should I do if I need to cancel or amend my order?

A: Please contact us on 020 7069 4400 or email us at exhibitororders@excel.london. Please remember to reference your order number.