

## Wireless Policy

Excel London is dedicated to providing exceptional Wi-Fi services for its customers. To maintain high-quality wireless connectivity, Excel London is equipped with over 800 high-density Wi-Fi antennas offering both 2.4GHz and 5GHz Wi-Fi Bands, with both available throughout the venue.

**To guarantee the best possible Wi-Fi experience, the use or installation of personal Wi-Fi or wireless devices on these frequencies is prohibited unless authorised by the Excel London Technology team.** Multiple unauthorised wireless networks in the same area can cause interference, leading to connectivity issues, reduced speeds, and reduced performance for everyone.

Examples of personal Wi-Fi devices that are prohibited without prior approval include:

- Wi-Fi access points (routers), all unauthorised AP's, including those attached to a cable provided by Excel London
- Mesh networks
- Mobile hotspots (devices sharing your mobile internet connection)
- MiFi devices

Exhibitors that require a bespoke Wi-Fi network, including those listed above, must contact the Excel London Technology Department to discuss their specific needs. **Approval from the venue is mandatory for all wireless network requests,** and exhibitors must seek authorisation via the [Wi-Fi Request Form](#)

### Unauthorised Wi-Fi Network Enforcement

Excel London's on-site team monitor and minimise interference during events, by locating and disabling unauthorised wireless sources.

**Excel London reserves the right to disable unauthorised devices or disconnect internet access, in conjunction with the event organisers.**

### Excel London Wi-Fi Services

Excel London provides two Wi-Fi options, available throughout the venue. For professional use, a fully supported Premium Wi-Fi service is available, ensuring reliable connectivity for business activities. Additionally, a free Wi-Fi service is offered, suitable for general browsing though not recommended for business critical or high-demand use.

Unsure which option is best for you? Excel London offers a wide range of both Wi-Fi and cabled services, for help or further information please visit the Excel London [Webshop](#) or contact the Exhibitor Services Team at [exhibitororders@excel.london](mailto:exhibitororders@excel.london)

**All exhibitors, whether they purchase IT services or not, are required to comply with this policy.**