

**EXHIBITOR FAQ SHEET**

**Q. What are the stand dimensions for your different stand categories?**  
**A.** The stand dimensions for our different stand categories are as follows:

* Platinum Stand = 5m x 4m
* Gold Stand = 4m x 3m
* White Gold = 4m x 2m
* Silver = 3m x 2m
* Start Up = 2m x 1m

**Q. What comes as standard with an exhibition stand?**  
**A.** What you receive is determined by your exhibition stand type. Please see below for details of what’s included with our different stand types.

**Platinum, White Gold, Gold and Silver stands will receive:**

* Shell scheme (if required), including name boards to open sides.
* A clothed 6ft Trestle Table and 2 chairs (if required)
* Two conference day passes for exhibition stand personnel.
* Two free one day customer passes to be used on either day of Conference.
* A single 500-watt socket and lighting
* Wi-Fi internet access

**Start-up Innovation stands will receive:**

* Shell scheme, including name boards to open sides.
* A poseur table and single stool   
  (Poseur table dimensions are: Height = 1080mm with a 610mm wide, circular top)
* Two conference passes for exhibition stand personnel (for both days of the event)
* A single 500-watt socket and lighting
* Wi-Fi internet access

**Q. What times can I set up my stand?**  
**A.** Space Only, Platinum, White Gold and Gold stands will have access from 10:00 on Sunday 15 March, as per below:

* Platinum Space only stands can set up from 10:00 on Sunday 15 March
* White Gold and Gold Space only stands can set up from 11:00 on Sunday 15 March

Shell Scheme stands (of all sizes) can set up between 14:00 – 20:00 on Sunday 15 March or Monday 16 March between 6:30am & 8:00am

Please complete form **TSA 02** to advise us of your required set up time.

**Q. Do I need to obtain a pass/badge to set up my exhibition stand**  
**A.** Access to the hall on the Sunday (set up day) does not require registration or a badge, please advise us of any contractors that will be onsite, to set up your stand, via the relevant form **(TSA 04).**

**Q. What protective clothing is needed on stand build day (Sunday 15 March):**  
**A.** For contractors setting up space only stands a high **visibility vests and steel toe capped footwear are required in Hall 3. For shell scheme stands accessing Hall 3 after 14:00, no protective clothing is required.**

**Q. What is the postcode for the loading bay at the ICC, exhibition hall?**  
**A.** Loading Bay A, Cambridge Street, Postcode - B1 2NP

**Q. When can deliveries for ITEC be accepted by the ICC?**  
**A.** Deliveries can be received by the ICC on 15, 16 & 17 March. Please see form **TSA 10** for a copy of the ICC delivery note.

**Q. Is there onsite storage for packaging / boxes?**  
**A.** There is limited storage for boxes etc, so we recommend you make your own arrangements for storage of boxes etc.

**Q. What additional items for my stands do I need to discuss directly with the ICC?**  
**A.** Telecommunications & Network, Audio Visual, Floral Arrangements, Stand Catering - Food, Drink & Equipment, Additional Services (standard furniture) - Email [eventorders@theicc.co.uk](mailto:eventorders@theicc.co.uk) or call 0844 3388 338 (option 2).

**Q. What additional items for my stands do I need to discuss directly with Europa International?**  
**A.** Pre-printed graphics for your shell scheme, Additional power requirements for your stand, Furniture, Storage, Flooring solutions – visit [www.europainternational.com](http://www.europainternational.com) for full details contact information.

**Q. I have purchased hard-wired internet, what is included?**  
**A.** For those exhibitors purchasing hard-wired internet a single 5mb ethernet cable will be available on your stand, you may need a data switch device if multiple devices are being used.

For those exhibitors purchasing hard-wired internet, please complete form **TSA 06**, the Broadband Technical Information Sheet.

**Q. Is there free Wi-Fi available at the ICC?**  
**A.** Yes, network is ‘The ICC Free Wi-Fi’ (No password necessary)

**Q. What is the mobile phone reception like in the exhibition hall?**  
**A.** 3G, 4G & 5G are all good in the hall. EE is the best reception, but we haven’t had any report of issue with other networks.

**Q. When do we collect our exhibitor badges?**  
**A.** You can collect your badges on day one of the conference, from the TSA registration desk in the foyer area.

**Q. Is lunch provided for exhibitors?**  
**A.** Yes, refreshments and lunch will be provided on the live days of the conference (not on the set-up day), refreshments and lunch are served from within the exhibition hall.

**Q. Are the two free customer passes included with our stand in addition to the 2 staff passes we get with the stand bookings?**  
**A.** Yes, customer passes are for you to invite 2 customers of your choice free of charge, these are not to be used by your company staff. Booking codes will be sent to you along with instructions of how to utilise the codes. If you haven’t received your customer pass codes, please email [events@tsa-voice.org.uk](mailto:events@tsa-voice.org.uk)

**Q. Do you have details of accommodation in Birmingham for the event?**  
**A.** Please visit <https://itecconf.org.uk/accommodation/> for more information.