

Brief Overview for Hotel Guests (IRL)

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1. Access to the Internet at the GANAG HotSpot

To access the internet at the GANAG HotSpot, simply open your internet browser, enter any valid internet address (invalid pages are „about:blank“, intranet sites and websites of GANAG, O₂ and Vodafone) and you are automatically redirected to the GANAG portal page with the following accounting options:



- GANAG access on hotel invoice (minute-based access, short-term access, long-term access, group access for travel groups and conferences)
- Credit card (Mastercard, Visa, Visa Delta, Visa Purchasing, American Express, Laser)
- Billing via mobile phone invoice of diverse operators:
 - O₂ Germany, international operators as partner of Excilan „Pay By Mobile Phone“
- QuickLoginBox (for customers of Boingo, GANAG, iPass, WeRoam)

Click preferred button and go online.

The following GANAG direct accesses are directly available at GANAG: worldwide minute-based accounting with GANAG iPass GlobalConnectivity.

2. Important Information about the Accounting Options

Choose your optimal solution from the diverse GANAG billing system with rates for minute-based access, short-term, long-term and group access for conferences, corporate teams and travel groups.

2.1. Receipt of Credentials

You receive credentials for **GANAG accesses** (short-term, long-term or group access) at the reception desk in the hotel.

For minute-based access you do not need any credentials. After having entered room number and name, charges are automatically added to your room invoice. This option is not available in all hotels.

In the case of billing via credit card or mobile phone invoice, you receive credentials during log-in on the computer directly on the screen (credit card), via call-back (Excilan “Pay By Mobile Phone”) or SMS message (O₂ Germany).

For using the QuickLoginBox you should already have received credentials directly from the respective contracting partner (e.g. Boingo, GANAG, iPass, WeRoam).

With **GANAG iPass GlobalConnectivity** you gain billing by the minute at 61,500 internet access points worldwide in nearly 160 countries with very low rates at all GANAG HotSpots. Order forms are available on the GANAG website (accessible free of charge without credentials at all GANAG HotSpots) or via email from GANAG. Please complete and send the form online or via fax to GANAG.

2.2. Access Periods and Validity

Short-term accesses are available for 30 or 120 min at the reception (GANAG short-term access) or via credit card. In case of billing via O₂ Germany mobile telephone invoice you will receive accesses at intervals of 30 minutes.

The access period of the short-term access starts with the first log-in without any interruption (one single time frame). During the access period, the length of usage is flexible; you can log in and out at any time (re-login possible).

In the case of billing via credit card, rates are charged after confirmation of payment irrespective of usage. The credentials are valid without limitation at any time and at any GANAG HotSpot until the first log-in.

In case of billing via credit card, GANAG urgently recommends to deactivate your browser’s AutoComplete function during the payment process and subsequently to delete the browser’s cache (especially at PCs accessible to the public).

In case of billing via mobile phone invoice (O₂ Germany) for security reasons credentials expire after approx. ¼ hour without charging if not used. New credentials can be requested again at any time. That guarantees that no other persons use WiFi on your account by misusing your mobile phone number.

GANAG long-term accesses are available for 1 day, 2-5 days and 1 month.

The access period of GANAG long-term accesses starts 5 minutes after appearance of the credentials on the screen of the reception computer and runs without any interruption (immediate validity of one single time frame). Re-login is also possible at any time during the access period.

GANAG group rates are available on a daily and weekly basis. The access period of the GANAG conference and group accesses starts with the first log-in by the first participant or group member and runs without any interruption. Re-login is also possible at any time during the access period. The credentials of the GANAG group accesses are valid without limitation until first log-in.

With **GANAG iPass GlobalConnectivity** and **Excilan "Pay By Mobile Phone"** you receive billing by the minute (immediate validity).

2.3. Rates

GANAG accesses (minute-based access, short-term, long-term, group access)	rates according to hotel
Credit card	3,95 € (30 min), 9 € (120 min)
O ₂ mobile phone invoice	starting at 3,95 € (intervals of 30 min)
Excilan „Pay By Mobile Phone“ QuickLoginBox (Boingo, iPass, WeRoam) GANAG iPass GlobalConnectivity	rates according to contracting partner

All prices include statutory VAT.

3. Correct Ending of Internet Access

After successful log-in with **GANAG accesses** (minute-based access, short-term, long-term, group access), via **credit card** or **mobile phone invoice** a small **pop-up window with a log-out button** appears irrespective of the selected billing method. Do not close this window (minimising is possible at any time). In order to end the internet session simply click on the log-out button.

If you have closed the windows by mistake, you can alternatively enter the following URL for a correct log-out: **<https://login.hotels-on-air.de/logout.html>**.

GANAG urgently recommends to log out correctly in either case, as otherwise the access will remain open for more minutes (idle timeout). This idle timeout can result in the following unpleasant situations for you:

- In the case of billing with GANAG minute-based access, via O₂ Germany cell phone invoice (at intervals of 30 minutes) or Excilan "Pay By Mobile Phone" (billing by the minute) this can lead to additional periods being charged.
- During this time, you cannot log in with a different terminal (internet terminal, notebook, PDA).
- On PCs accessible to the public, the next guest uses the access until the end of the access period.
- **Should there be active programs in the background, which keep the internet connection, you are not at all logged out.**

Please note that **no pop-up blocker** for the GANAG portal site is activated on the terminal equipment (especially important with PCs accessible to the public), otherwise the GANAG pop-up window is generally suppressed and it is not possible for you to log out correctly.

In order to end the **GANAG iPass GlobalConnectivity** access simply right click the iPass icon in your Windows System Tray and select "Disconnect" (you will be disconnected from the iPass Network; iPass icon will remain running in the Windows System Tray) or choose „Disconnect and exit“ (you will be disconnected from the iPass Network and exit the application).

4. GANAG Support and Hotline

To access the internet, you open the internet browser, enter any internet address and are automatically redirected to the GANAG portal page.

If the GANAG portal page does not appear, GANAG recommends that you follow the configuration instructions mentioned in the **GANAG QuickSupportGuide** (available as download on the GANAG website) or in the **GANAG information brochure** (available in the hotel). Alternatively you can consult the **GANAG Hotline**.

Telephone number	00800 9434 9434 (00800 WIFI WIFI) ¹
Email address	support@GANAG.com
Availability	7 days, 24 hours

¹ toll-free service number

5. Cancelling WiFi Accesses

Reasons for cancellations may be errors when creating the accesses or credentials that cannot be used.

- To cancel GANAG accesses, please contact the reception desk in your hotel.
- In the case of billing via credit card, rates are charged after confirmation of payment irrespective of usage. The credentials are valid without limitation at any time and at any GANAG HotSpot until the first log-in. For cancelling credit card payments anyway, please complete and send the online form available under the URL <http://www.ganag.com?datei=142hsupa> (accessible free of charge without credentials at all GANAG HotSpots).
- In the case of billing via mobile phone invoice (O₂ Germany), credentials that have not been used expire after approx. 1/4 hour for security reasons and therefore do not need to be cancelled.

6. Free WiFi Adapter for Non-WiFi-Enabled Notebooks

For GANAG accesses (minute-based access, short-term, long-term, group access excluding monthly access) WiFi adapters for notebooks are available to you free of charge as a loan on deposit.

- GANAG PCMCIA WiFi card, system requirement: PCMCIA interface (slot for wireless card),
- GANAG Ethernet adapter, system requirement: Ethernet network card and USB port.

GANAG recommends the use of the WiFi adapter according to the operating system installed, so that no additional driver installation is necessary. Please note: Your notebook must meet the system requirements for the adapter in question!

	Windows XP	Windows 2000	Windows 98	Windows ME	Windows NT 4.0	Macintosh
GANAG PCMCIA WiFi card	X	X	*	*	*	-
GANAG Ethernet adapter	X	X	X	X	X	X

[X especially recommended, X can also be used]; [* driver installation necessary; drivers can be found on the CD enclosed with the WiFi card]; [- cannot be used]