



Version 2-2008

The following FAQs are designed to answer the most frequently asked questions about our HotSpots. For further information about NetCologne HotSpots, please see [www.netcologne-hotspot.de](http://www.netcologne-hotspot.de). You can find general information about NetCologne and our products at [www.netcologne.de](http://www.netcologne.de).

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## 1 General information about the WLAN offering from NetCologne

### 1.1 Overview

NetCologne offers public HotSpots at various locations in and around Cologne for the use of WLAN high-speed internet access.

Various billing options are available to the end customer for use of the HotSpots with the corresponding terminal device. At the same time, NetCologne customers can use the service with their own personal account data.

### 1.2 Basic technical requirements

The basic requirement is a WLAN-compatible terminal device that complies with the IEEE 802.11b/g standard. The WEP encryption of the WLAN card must be deactivated.

The connection with the WLAN is made via the **WLAN-SSID "NetCologne.public.WLAN"**. No other changes to your computer's configuration are necessary. You can use either a fixed or a dynamic IP setting.

The URL "**<http://portal.wlan-netcologne.de>**" takes you to the HotSpot on the portal site, where you can log in directly.

### 1.3 HotSpot locations

For the latest listing of the HotSpot locations, please check our HotSpot information site <http://www.netcologne-hotspot.de>. Location-specific conditions apply in some cases. You can generally recognize when you are in a NetCologne HotSpot by our HotSpot logo. These appear in the form of signs (outdoor HotSpots), labels (entrances), posters, tabletop display cards, etc.



## 2 Information about billing options, prices, log-in

### 2.1 Which HotSpot locations accept my access data?

Please ask your local HotSpot-Partner, if your account is valid at the actual NetCologne HotSpot.

### 2.2 How long do the access data remain valid?

#### HotSpot Card "Flexible"

The relevant time credit is valid for 3 months from the initial log-in, during which time it can be consumed in any number of individual sessions.

#### HotSpot Card "One-time"

After the initial log-in, the HotSpot access can be used any number of times within the purchased duration of validity.

### 2.3 What billing options are available and how do I purchase access data?

Various billing options are available, depending on the specific HotSpot location:

- HotSpot Card (pre-paid card)
- Credit card
- NetCologne account

#### 2.3.1 HotSpot Card

The NetCologne HotSpot Card is available with a variable time credit. You can purchase these directly from the local HotSpot location partner. Here's how it works:

- Purchase a HotSpot Card
- Rub the protective layer completely off to expose the user data (user ID and password)
- Your log-in data comprise three parts:
  1. User identification (user ID printed at the left under the protected area)
  2. Domain "wlan-netcologne.de" (be sure to select when logging in)
  3. Password (PIN printed at the right under the protected area)

Now you can use these log-in data to log in to the HotSpot (see also Section 2.5)

#### 2.3.2 Credit card

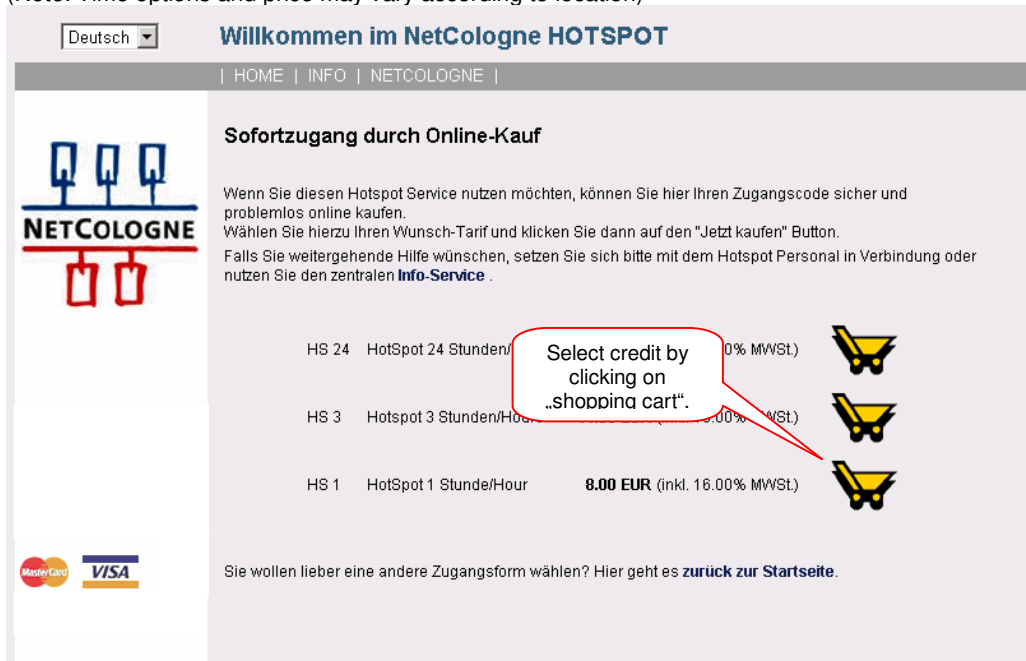
If you would like to use a credit card (Mastercard or VISA) to pay, please order your personal log-in data via the corresponding button on the HotSpot portal site. You can select a desired time credit in the Online Shop and then use your credit card to pay via a secure connection.

Here's how it works:

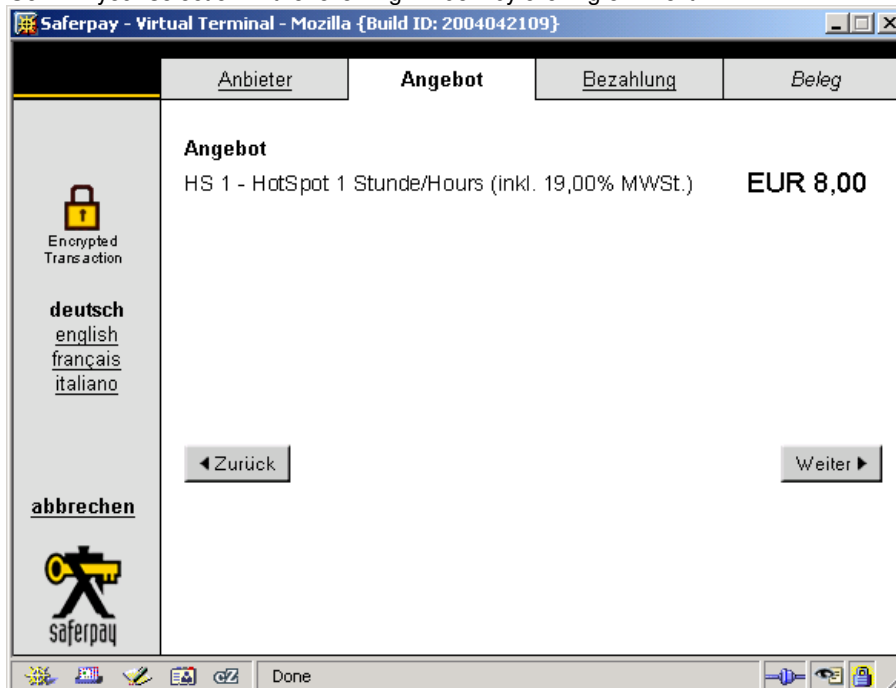
- Click the "Internet" or "Log-in" button on the portal site "<http://portal.wlan.netcologne.de>" in the HotSpot, and answer the question "Would you like to leave the free-of-charge area?" with "Yes".
- Click on the credit card logo at the left. (Note: This billing option is not available at some NetCologne HotSpots!).



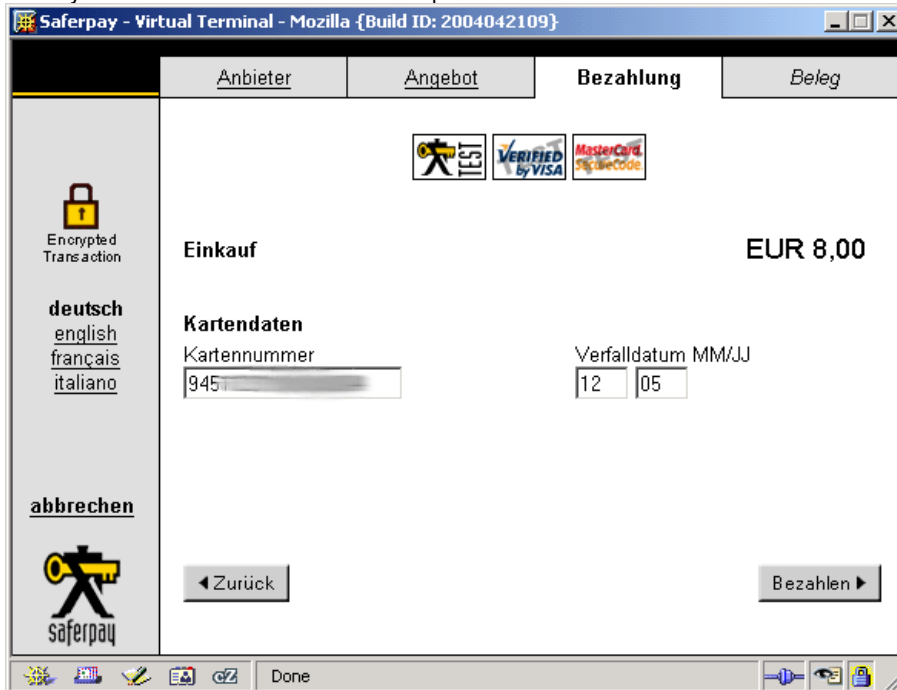
- Select the desired time credit by clicking on the “shopping cart” at the right of the picture. (Note: Time options and price may vary according to location)



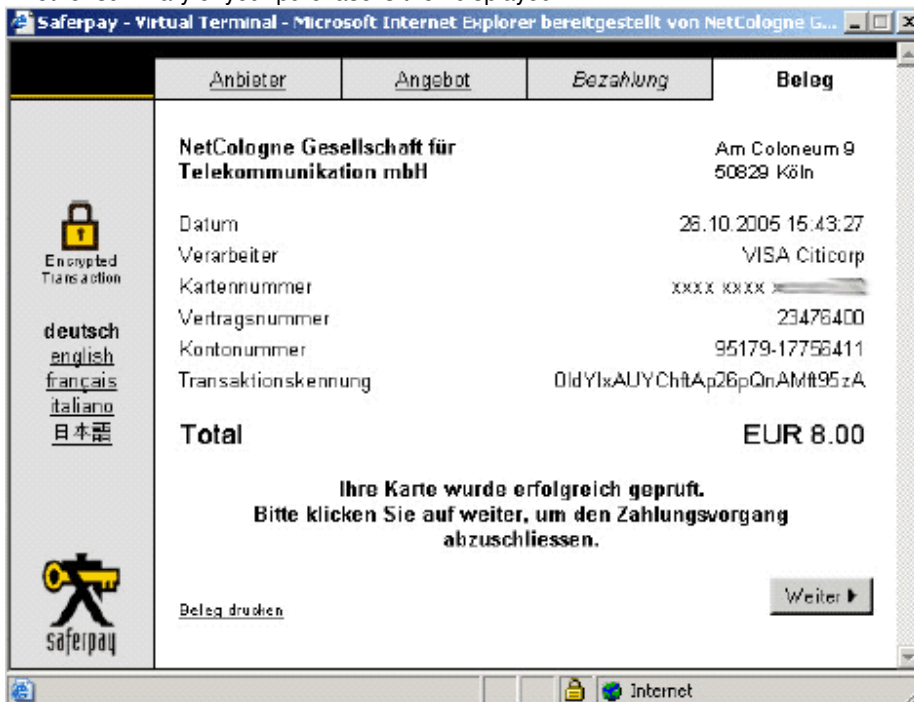
- Confirm your selection in the following window by clicking on “Next”.



- Enter your credit card number and the expiration date.



- Execute payment for your purchase by clicking “Pay”.
- Another summary of your purchase is then displayed:





- Click on “Print receipt” if you wish to print out a copy of the transaction (or download it as a file if no printer is available). NOTE: It is not possible to generate the receipt at a later time!
- Then click on “Next” to display your log-in data. (Be sure not to close the window manually!)
- The following window provides your log-in data (please be sure to make a note of them):



- Your log-in data comprise three parts:
  1. User identification / User ID (displayed for you on the screen)
  2. Domain “wlan-netcologne.de” (be sure to select when logging in)
  3. Password / PIN (displayed for you on the screen)

You can now use these log-in data to log in to the HotSpot (see also Section 2.5).

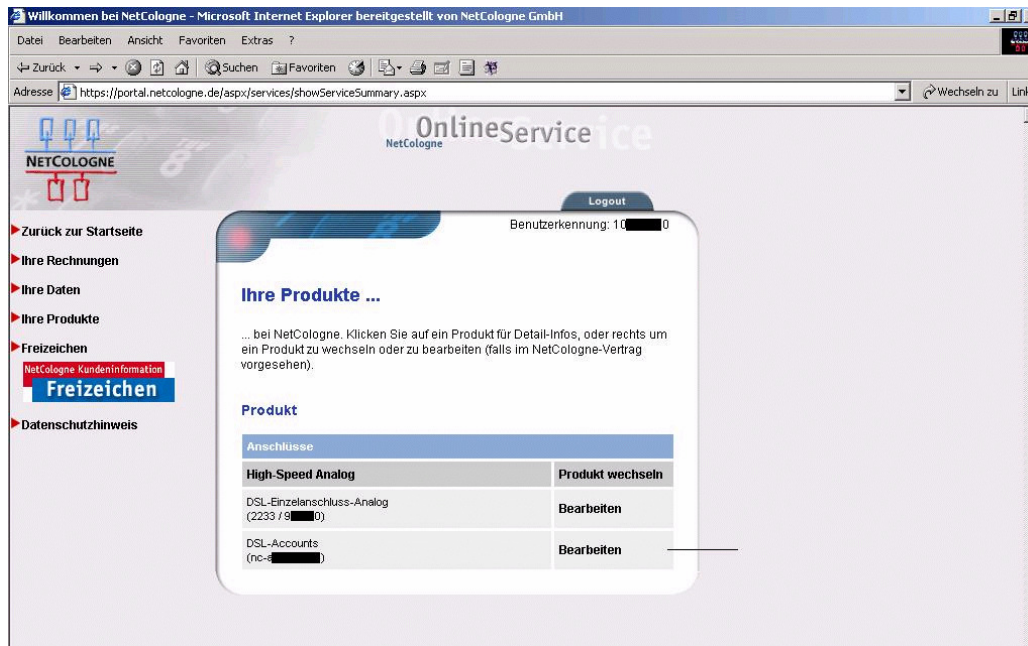


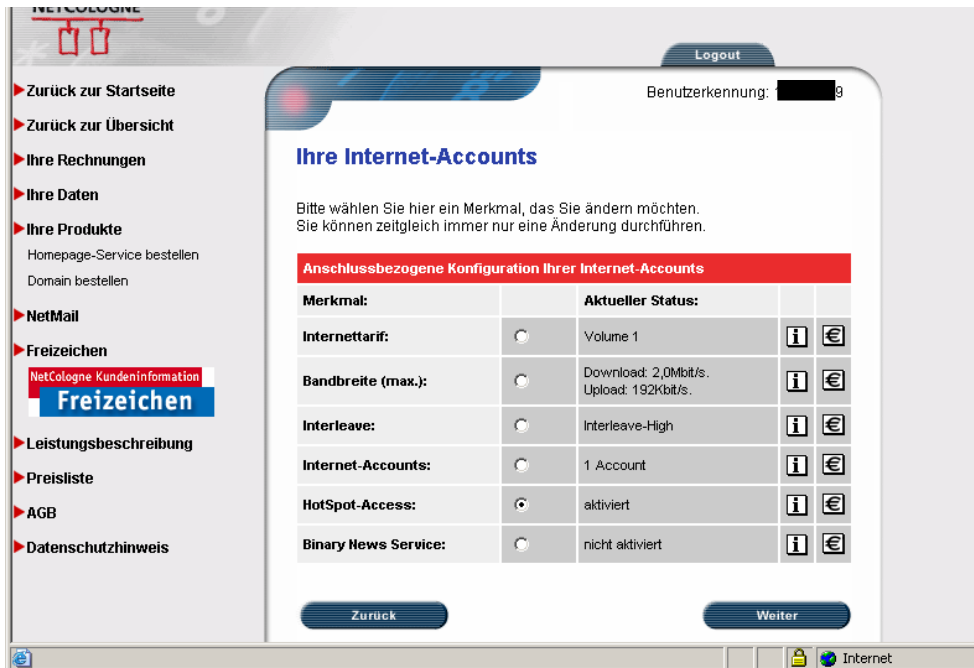
## 2.3.3 NetCologne Account

As NetCologne customer, you have the option to use your normal account data of your Internet access. To do so, you must activate the option "HotSpot Internet Access" in the customer area of the online service under [www.netcologne.de](http://www.netcologne.de).

Activation:

- Log in under [www.netcologne.de](http://www.netcologne.de) in the online service with your customer number and your customer password.
- Click "Your products" at the far left
- Click "Modify" under connections at (DSL) Accounts





- Select "HotSpot Access" and click on "Next"
- Then select the change "Set-up" and click on "Next"
- Confirm your selection with "Confirm"
- The HotSpot Access will be provided for your Internet access within a few minutes.
- Your log-in data comprise three parts:
  1. User identification (the ID of your Internet access)
  2. Domain "netcologne.de" (be sure to select when logging in)
  3. Password (the password of your Internet access)

As soon as your access is activated, you can log in with your Internet log-in data (see also Section 2.5)

#### 2.4 Prices: What does the WLAN access cost?

Current prices (recommended prices without obligation, prices and offeren cards and payment method can vary at specific locations).



## 2.5 Log-in: How does the log-in work?

In order to be able to use the Internet access, you must be within the reception area of a HotSpot. Please use your log-in data to log into the HotSpot. To do so, click the "Internet" or "Log-in" button on the portal site "http://portal.wlan.netcologne.de" and respond to the question "Would you like to leave the free-of-charge area?" with "Yes".

Then enter your log-in data as follows:

### **HotSpot Card, credit card users:**

- Enter the user ID
- Select the domain "**wlan-netcologne.de**"
- Enter the PIN and the password

### **NetCologne Account:**

- Enter the user ID
- Select the domain "**netcologne.de**"
- Enter the PIN and the password

If you do not have any log-in data yet, you can purchase them directly online by selecting the corresponding billing option (at the left on the log-in page).

## 2.6 Log-out: How can I log out again?

You can log out manually from the portal site. If you ever forget to log out, the connection will be disconnected automatically after five minutes of inactivity.



## 3 Technical questions / Security

### 3.1 Which WLAN standard is supported?

The WLAN technology used in all public HotSpots corresponds to the 802.11b/g standard. The 802.11a standard is not supported, but is used for internal WLAN networks.

### 3.2 Which SSID must I set?

In order to be able to use the WLAN, you have to set the SSID "NetCologne.public.WLAN". If your WLAN software automatically lists all available WLAN networks, simply select the SSID "NetCologne.public.WLAN" from that list.

### 3.3 What is the range of the HotSpots?

Depending on weather and local conditions, a range of 50 m is possible in indoor areas and a range of 300 m is possible in outdoor areas.

### 3.4 What can I do in case of a poor WLAN connection?

By changing your own physical location, you can improve signal quality if the distance to the transmission antenna diminishes. Trial and error usually works best.

### 3.5 Can I also use the WLAN with a fixed IP configuration?

In general, we recommend activating DHCP. However, the technology used also supports a fixed IP configuration, by means of which you can use the service without having to change your system settings.

### 3.6 E-mail: Is it possible to use e-mail software such as Outlook, Lotus Notes, etc?

The use of all standard e-mail clients is possible after log-in without any problem whatsoever.

### 3.7 Is the WLAN connection to the Internet protected and secure?

As it involves a publicly accessible WLAN, no encryption of the WLAN connection (e.g. WEP) is activated, of course. However, both the transmission of your log-in data and the transfer of your credit card information (in case of access via credit card) are carried out over encrypted pages in order to guarantee maximum protection.

### 3.8 How can I also work securely and protect my data after log-in?

If your company supports a VPN access, you should use this to connect with your company network (please check with your IT coordinator to find out more about this option).

### 3.9 Which VPN clients are supported?

The NetCologne WLAN system supports all commonly used VPN clients. The use is possible after log-in without any problem. Problems might occur only in the case of clients that do not support NAT/PAT.

### 3.10 Is it possible to connect to other terminal devices in the WLAN?

No. In order to ensure your maximum security in the WLAN, the option to communicate between terminal devices is deactivated. Connections can only be made via a third device, such as a server in your company, for example.

### 3.11 Can my terminal device be reached from the Internet?

As your terminal device is assigned an IP address in the HotSpot by means of NAT (Network Address Translation), communication from the Internet can be done only on a port basis and not on an IP basis. All commonly used applications support this option as a standard feature.



#### **4 WLAN availability**

All HotSpots are connected via broadband connections. Owing to the WLAN technology used, which is subject to unforeseeable interruptions due to weather conditions, other WLAN networks and use of the frequency range by third parties for other purposes, NetCologne cannot guarantee availability of the service to the user. In addition, owing to the variable number of users and way in which they use the system, NetCologne cannot guarantee a minimum bandwidth per user. The customer is solely responsible for the protection of his or her own data by means of suitable security measures, regular back-ups, etc.

#### **5 General information about NetCologne**

If you have general questions about the products or services of NetCologne, just have a look at our web portal under [www.netcologne.de](http://www.netcologne.de).

#### **6 Conditions of use / General terms and conditions**

The General Terms and Conditions of NetCologne and the corresponding description of services apply. You can find links to these documents on the free-of-charge HotSpot portal site <http://portal.wlan-netcologne.de> (which can be reached from the WLAN) and also in general under <http://www.netcologne-hotspot.de>.