

# Hot Spot Solution

## Essential Details about the Operation

1. What happens when my annual contract expires?
2. Is the telecommunications data retention secure?
3. Can I be prosecuted if I do not use a content filter?
4. Does the bintec hot spot solution include a content filter?
5. Can I be prosecuted if my customers download music illegally?
6. Which data is stored in the scope of telecommunications data retention?
7. Who is able to access the data of the telecommunications data retention?
8. Can I offer the hot spot service free of charge?
9. Can customers with a valid hot spot ticket of another company (e.g. T-Mobile, IPASS, ...) log in at my hot spot?
10. Is there an interface to my hotel accounting system?
11. How does the solution work with several branch offices?
12. How reliable is the hot spot server?
13. Is the investment in a hot spot a profitable business for my company?

**1. What happens when my annual contract expires?**

6 weeks before expiration of your contract, you will be sent an email reminding you that your contract is about to expire.

**2. Is the telecommunications data retention secure?**

In contrast to many other solutions, the bintec hot spot solution implements the telecommunications data retention centrally in a secure data center. As an operator, you do not need complicated, expensive additional devices in order to implement the legally prescribed telecommunications data retention. The bintec hot spot solution is conforming to the law out-of-the-box, so-to-speak. This is our contractual promise to you.

**3. Can I be prosecuted if I do not use a content filter?**

No, you are allowed to offer open, unfiltered Internet. The customers are responsible for the contents they request from the Internet. You should include an appropriate remark in your general terms and conditions. In our sample of general terms and conditions, this provision can be found under §6.

**4. Does the bintec hot spot solution include a content filter?**

No, the bintec hot spot solution does not include a content filter. Optionally, you can install a content filter (Cobion filter) in the hot spot gateway. A license is required for the content filter.

**5. Can I be prosecuted if my customers download music illegally?**

The communication of most peer-to-peer programs is blocked by the hot spot gateway when using our example configuration. If a rights holder sends you a warning letter or files a lawsuit against you, the burden of proof is on you, i.e. you must be able to prove that you have not caused the damage yourself. The simplest way to prove this is by plausibly demonstrating that you have not used the Internet access, i.e. the public IP address, for your own purposes. It is always very easy to prove this if your company has further Internet accesses independent of the hot spot. Moreover, a rights holder will usually not file a lawsuit against a registered hot spot operator. This is because it is known that such lawsuits are usually not successful as it is impossible to determine the person who caused the damage.

**6. Which data is stored in the scope of telecommunications data retention?**

Only the data you are legally obliged to store will be stored. These are the begin of an Internet session, the end of an Internet session, the used public IP address, the location where the customer goes online, and an unambiguous ID of the customer. As an unambiguous ID, the hardware address of the customer PC (MAC address) is stored. Optionally, you can specify the name of the customer during the generation of the tickets.

The actually requested contents (destination IP addresses) are not stored for reasons of data protection.

**7. Who is able to access the data of the telecommunications data retention?**

This data will only be disclosed by judicial order. The data will be deleted automatically after 6 months.

**8. Can I offer the hot spot service free of charge?**

Yes, you are free to supply the hot spot tickets free of charge. Moreover, you can generate vouchers in advance on the administration interface of the hot spot server. This function makes it possible to generate e.g. several thousand vouchers as \*.csv file. You can port this file into your cash register system and automatically print a cost-free hot spot ticket on each cash receipt.

**9. Can customers with a valid hot spot ticket of another company (e.g. T-Mobile, IPASS, ...) log in at my hot spot?**

No, the bintec hot spot solution is a provider-independent solution. This has the advantage that as a hot spot operator, you can determine the tariffs yourself and 100% of the earnings are yours.

**10. Is there an interface to my hotel accounting system?**

The bintec hot spot solution is a prepaid system. Integration in a hotel accounting system is not implemented.

**11. How does the solution work with several branch offices?**

The bintec hot spot solution supports branch office installations and is suitable for companies that want to offer a hot spot solution at several locations in parallel. When generating a ticket, you can define whether the ticket is to be valid for one or for all locations.

**12. How reliable is the hot spot server?**

The hot spot server is hosted in a modern data center with redundant Internet connection. The server consists of a so-called HA cluster, i.e. a cluster of computers forming a high availability system. The contractually agreed availability of the system amounts to 97% on the annual average.

**13. Is the investment in a hot spot a profitable business for my company?**

We have calculated some small application scenarios for you.

*Example 1: Small hotel with cost-free provision of a hot spot*

The hotel has 20 rooms with an average occupancy rate of 8-10 rooms. To refinance the hot spot, the room fee is increased by Euro 1.

Operational costs per year:

Annual hot spot license	€ 699
Existing DSL access	€ 0
Depreciation of the installation over 5 years	€ 200
<u>Maintenance costs</u>	<u>€ 100</u>
Total costs per year	€ 999

<u>Income per year:</u>	
3000 overnight stays per year at € 1	€ 3000
Total revenue per year	€ 3000
Earnings from the hot spot service	<b>€2001</b>

**You need to sell only 1000 overnight stays until the hot spot pays and you make profit.**

Example 2: Medium-sized business hotel with daily hot spot tariff

The hotel has 60 rooms with an average occupancy rate of 30 rooms. Every 20<sup>th</sup> hotel guest purchases a day ticket at a price of Euro 9.90.

<u>Operational costs per year:</u>	
Annual hot spot license	€ 699
Existing DSL access	€ 0
Depreciation of the installation over 5 years	€ 800
<u>Maintenance costs</u>	<u>€ 100</u>
Total costs per year	€ 1599

<u>Income per year:</u>	
Approx. 500 sold tickets per year at €9.90	€ 4950
Total revenue per year	€ 4950
Earnings from the hot spot service	<b>€3351</b>

**It takes only 100 days until the hot spot pays and you make profit.**

Example 3: Hall of residence for students/pupils with 100 rooms

The hall of residence offers Internet access at Euro 20 per semester. 100% of the residents order Internet access.

<u>Operational costs per year:</u>	
Annual hot spot license	€ 699
DSL 16 Mbps access per year	€ 480
Depreciation of the installation over 5 years	€ 800
<u>Maintenance costs</u>	<u>€ 100</u>
Total costs per year	€ 2079

<u>Income per year:</u>	
100 sold tariffs in the first semester at € 20.	€ 2000
<u>100 sold tariffs in the second semester at € 20</u>	<u>€ 2000</u>
Total revenue per year	€ 4000
Earnings from the hot spot service	<b>€1921</b>