



## With the Telenet Hotspot at Brussels Airport, travellers can click the world onto their screen

With over 18.5 million passengers and 661,100 tons cargo per year, **Brussels Airport** is one of the most important airports in Europe. Brussels Airport connects the European capital with 223 direct destinations, which are handled by 100 airline companies: 80 passenger airlines and 20 cargo companies. The airport aims to be the most efficient, most friendly and most European airport of Europe. It meets the specific needs of business travellers, but also offers a large variety of budget destinations from Belgium. The airport is managed by The Brussels Airport Company. The shareholders are the Belgian State (25%) and a consortium of investors (75%) led by the Australian Macquarie Airports group. At Brussels Airport, there are more than 260 companies and services active – good for nearly 21,000 jobs. You can find more information on [www.brusselsairport.be](http://www.brusselsairport.be).

Largest Belgian public hotspot offers super-fast, user-friendly and 100% reliable Internet to its travellers

It is hard to find an airport that is more customer-friendly than Brussels Airport. With the support of Telenet, our country's first hotspot has become the largest hotspot: over 6,000 travellers per month use the access points of the Telenet Hotspot to surf, e-mail or to get access to their business network or to get information about their flight.

### **International roaming agreements: a must**

Brussels Airport was the first public hotspot in Belgium, where travellers have been using wireless Internet already since 2001. "At the time, things didn't always go smoothly," Pierre Gehrenbeck, Telecommunications Manager of The Brussels Airport Company, remembers vividly. "Frequent travellers often have a contract with a global telecom operator, like iPass, Boingo or Orange. Our hotspot operator had not signed any roaming agreements with these partners, so we often received complaints from passengers who couldn't use their contract." Brussels Airport puts a great deal of emphasis on being customer-oriented. In order to meet the demands and the complaints of the travellers, they started looking for a new operator. >>>





The Telenet Hotspot offers our passengers super-fast, user-friendly and safe Internet access, easy and efficient, where and when they want.



**Pierre Gehrenbeck,**  
Telecommunications Manager  
The Brussels Airport Company



## Challenge

- Further expand the position of Brussels Airport as a crossroad for business and leisure travellers
- Find a new hotspot operator that has international roaming agreements

## Solution

- Security: SSL encryption (Secure Sockets Layer) assures safe communication on the Internet
- Constant monitoring of the hotspot
- 24/7 helpdesk in three languages
- Roaming agreements with the leading global telecom operators

## Benefits

- Passengers can go online in all public zones across the airport
- Roaming agreements guarantee connectivity with international operators
- Easy access to a 24/7 helpdesk in three languages

## Largest public hotspot in Belgium

“Our choice for Telenet as hotspot operator was not just technically but also commercially the best solution,” says Pierre Gehrenbeck, “because Telenet actively works on international roaming agreements with other hotspot operators, spread across the entire world.” That way, passengers with a contract with a roaming partner only have to start up their browser and select ‘roaming’ before being automatically directed to the login page of their provider or to the Internet. The Telenet Hotspot at Brussels Airport has been operational since 1 September 2007 and operates without a problem on the existing network infrastructure of the airport.

The bandwidth between the Telenet Hotspot and the Internet connection is 20 Mbps. With 6000 unique users per month, Brussels Airport is the largest hotspot in Belgium. There is 100% coverage across all public zones within the airport. Telenet offers a quality and reliable connection. All the user’s login information, including credit card details, is therefore also protected with a SSL encryption (Secure Sockets Layer).

## Super fast and user-friendly wireless Internet

The Telenet Hotspot is very user-friendly. A laptop or PDA with Wi-Fi is all it takes. Open your web browser, log in and you are ready for take-off. No more hassle with phoning in, cables or complicated configurations. One can pay in various ways. Frequent travellers often have an international contract with a roaming partner, but you can also pay online by credit card or use a voucher. Telenet customers get special conditions. “And even without paying, the start-up screen offers access to some basic pages, like the departure and arrival times at our airport,” Pierre Gehrenbeck adds.

## Easy-to-reach 24/7 helpdesk in three languages

Thanks to the Telenet Hotspot, passengers at Brussels Airport are more mobile than ever: they can surf super-fast on the Internet, e-mail and exchange files, and they can access their business network. The network is constantly monitored. In case of a problem, they can use the Telenet helpdesk, which reacts fast and flexible. The helpdesk is available 24/7 both for passengers and for the airport’s employees – and in three languages (Dutch, English and French). “The quality of service is excellent, which allows our passengers to communicate easily and efficiently, where and when they want,” concludes Pierre Gehrenbeck.