

IQPC's 5th Annual

INTERNATIONAL POWERLINE COMMUNICATIONS 2004

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place before
the 6th
August
2004

26th – 29th October 2004
Crowne Plaza Madrid City Centre, Madrid, Spain

Commercialising profitable PLC business models to provide reliable, affordable broadband access and maximise energy management applications

- ★ **Increase your paying customer subscriptions - Linz AG** reveal how they have quadrupled their user figures to over 4000 in just 12 months
- ★ **Maximise your ROI by delivering a profitable PLC business model** – Find out why over 10% of the population in the **City of Manassas** are interested to know more about the first full scale deployment in the USA
- ★ **Improve customer satisfaction and loyalty** – Offer a full service package that includes VoIP facilities as **Endesa** has done
- ★ **Utilise PLC technology for energy management services** – Learn how automated meter reading can be delivered alongside broadband access as in the Philippines
- ★ **Measure up to the competition – Reykjavik Energy** talk openly about how they have survived in the face of alternative broadband mediums

Your conference agenda at a glance:

Day One: 26th October

Choice of introductory interactive workshops covering critical areas

Day Two & Three: 27th & 28th October

Access to over 16 international and practical case studies

Day Four: 29th October

Full-day site visit to PLC deployment at Madrid-based utility Iberdrola

**DON'T MISS
the exclusive
Iberdrola site visit!**

Featuring key insights from:

-  **Iberdrola**
-  **Reykjavik Energy**
-  **City of Manassas Utilities**
-  **Open PLC European Research Alliance (OPERA)**
-  **Linz AG**
-  **Conseil Général de la Manche**
-  **Mitsubishi Electric Corporation**
-  **Endesa**
-  **Office of the City Engineer, Kabankalan City**
-  **DS2**
-  **Ambient Corporation**
-  **Tshwane Metropolitan Municipality**
-  **Enel**
-  **European Commission**
-  **Manx Electricity Authority**
-  **Open University**

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Powerline Technology: It works. It makes money. It makes sense.

Now all you need to know is how to make it do all of those things FOR YOU.

You don't need to be told the benefits of investing in PLC technology. The proof is everywhere. It's making headline news and word is spreading fast. All over the world, PLC is making its mark as a simple, reliable solution for providing competitively priced broadband access in almost any location, AND it's becoming a serious commercial money-spinner for those who are supplying it. Can you really afford for this not to happen to your organisation?

This year, IQPC's 5th Annual **International Powerline Communications 2004** is your chance to put yourself in the true global picture, as it brings together a spectacular line-up of the very latest cross-continental PLC success stories. Proven practitioners from America, Asia, Africa and Europe are all gathering together for one event in 2004 to disseminate best practice in this exciting, growing industry.

Legislative support for the technology is truly ripe with the FCC and European Commission both giving positive signals for PLC, so there has never been a better time to act! You'll hear the latest regulatory PLC update direct from the **European Commission**, as well an overview from the newly formed **OPERA project** on the concerted push to make PLC available to *all* European citizens. And for the first time ever you'll hear the exclusive and long awaited results regarding the **introduction** of a **global wireline standard** revealed by Chairman John Newbury, Head of Power Communications Systems Research, Open University. Watch this space - it could all spell good news for PLC...

Discover too how **choosing the right business model** can establish you as a serious contender in the broadband market as it did for **Endesa**. And how you can promote a healthy competitive broadband marketplace and bridge the digital divide as **Conseil General de la Manche** in France have done by launching their new project "Manche Numérique".

Only at this unique event will you learn how to set yourself apart from your competitors by selecting the **pricing and marketing structures** that have proven successful in countries such as **Iceland, USA, France, Isle of Man, Spain, Austria, South Africa** and the **Philippines**.

And what's more, you'll be able to find out how other PLC applications can boost your revenue with detailed feedback on how to implement additional services for both you and your customer such as **VoIP, in-home networking** and **energy management**.

In short, if you're serious about realising the full potential of PLC then this is the only event you need to attend.

Make sure you book early for the exclusive site visit to Iberdrola on the 29th!

Attendance will show you how to:

- ✓ **Implement energy management services through PLC** – Learn how you can maximise your technology for automated meter reading as they have in the *Philippines* and *South Africa*
- ✓ **Leverage competitive advantage over other broadband mediums** – *Reykjavik Energy* show how to survive the competition in a thriving broadband market
- ✓ **Marry your technology with your individual infrastructure** – *Manx Electricity Authority* reveal how they have adapted PLC to suit their specific environment
- ✓ **Dramatically expand your paying subscriptions** – Understand how the right business model can rapidly increase your paying customers as it did for *Linz AG* who quadrupled their figures within a year
- ✓ **Sustain a loyal customer base** - Find out from *Iberdrola* how their robust business model has allowed them to grow from strength to strength



Following on from last year's highly successful **Powerline**

Communications 2003 in **Paris**, you have especially requested that we hold the next event in Madrid with a site visit to the world famous PLC deployment of Spanish utility Iberdrola. So why not take this opportunity to revel in this amazing European capital and relax in its fabulous climate by spending a few days here?

With the hotel located right in the heart of the historical, cultural and shopping centre of Madrid, you couldn't be situated better to soak up everything this beautiful city has to offer and be in awe of the splendid views. Famous for its variety of historic castles and museums, not to mention beautiful architecture, Madrid is certainly one city that everyone should experience.

Optional evening networking!

On the second night of the conference (27th October), we are organising an informal dinner in a local Spanish restaurant and everyone is welcome. This is optional and is not included in your conference fee but is an excellent way to continue networking with your peers in a relaxed environment, whilst sampling the famous Spanish cuisine and nightlife. Let us know on the day if you would like to join us.



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Workshop A 09:00 – 12:30

Creating a profitable business model through additional applications of next generation technology

As PLC technology is developing continually, the capabilities of the equipment are also expanding, so that faster bandwidths can be accomplished at a lower cost to the end-user. To ensure maximum usage of powerline technology, this development is also leading the way towards in-home networking of electrical appliances within each individual home network. This extends the capability of the technology beyond the bounds of the 'last mile' broadband supply for each household. Within this interactive seminar, Mitsubishi Electric will introduce features of this next generation product, and show you how to create new profitable business opportunity with the advent of this application of PLC. PLC can create a cost-effective, bi-directional, broadband platform capable of delivering real-time data and information. That means there is a window opportunity for a new range of services for stake holders and third parties. PLC can generate additional revenues by utilising the power grid as a telecommunication and networking media. Inside this workshop, Tadashi Matsuzaki will

show how further application of PLC technology can maximise your investment. Issues covered will include:

- Video streaming, Video on Demand (VoD)
- Multi channel audio system
- Online gaming
- Load management system
- SCADA, Automatic Meter Reading (AMR)

About your workshop leader:

Mr. Tadashi Matsuzaki, General Manager, Public-Use e-Solution Centre, Mitsubishi Electric Corporation

Tadashi has been the leader of Mitsubishi Electric PLC development and manufacturing department since it began. His work has involved all PLC activity in Europe, USA, and Asia, and he is now responsible for handling the development of PLC equipment for further application.

Networking Lunch: 12:30 – 13:30

Workshop B 13:30 – 17:00

Building a PLC network on medium and low voltage lines

This interactive workshop will provide participants with knowledge of the fundamental aspects of building out a PLC network on medium and low voltage lines from both a technical and business perspective. It will also provide participants with the opportunity to brainstorm their key challenges with regards to the implementation of a PLC network.

Together, John Joyce and Ram Rao will take you through both the technical and commercial aspects of building out a PLC network on medium and low voltage lines.

Participants will achieve a greater understanding of:

- PLC Network architecture
- Network planning and management
- Avoiding the stumbling blocks of implementing PLC technology
- Applications for PLC technology
- Methods for defining and steering a PLC roll-out
- Different business plan approaches
- Performance issues
- Regulatory issues

About your workshop leaders:

John J. Joyce, President & CEO, Ambient Corporation

John has over 20 years experience as a senior executive working with the international utility and financial industries and has been in PLC since 2000. He has extensive international experience in business development, consulting and financial markets. A CPA in the United States, John holds an MBA from the Stern School of Business, New York University, where he majored in Finance and International Business.

Ram Rao, Chief Network Architect, Ambient Corporation

Ram has extensive experience in various senior management positions within the technology industry. He is responsible for product development and for Ambient's network architecture. Ram received a B.S. degree in Computer Engineering (Cum Laude) from Boston University, College of Engineering. He has also been in PLC since 2000.

OR

Workshop C: 13:30 – 17:00

Key factors for successfully deploying PLC

Due to the growing number of commercial PLC deployments worldwide, there now exists a vast quantity of experience and knowledge that new PLC operators can take full advantage of when deploying their technology. And as your workshop leader for this interactive session has effectively led commercial PLC deployments on a global scale, this is your chance to benefit from his immense knowledge. Chano will begin by summarising for you the key technical aspects that have a critical impact on your PLC business plan.

Chano will go on to explain **how optimising network design, capacity planning, QoS dimensioning, network management and O&M** (operation and maintenance) can literally change your bottom line from red to black, accelerate your learning curve and maximise your customer acquisition rate.

Do not miss this critical opportunity to learn from this best practice in advance of your deployment. Make sure you get an insider view from the leading PLC design-house to achieve a greater understanding of how to:

- Design scalable PLC networks
- Network plan to support future services
- Efficiently control and activate your services through network management
- Build your brand image by understanding the importance of customer care

About your workshop leader:

Chano Gomez, Senior Applications Engineer, DS2

Chano holds a degree in telecommunications from the University of Valencia, Spain (UPV). He has extensive knowledge of the European powerline industry and has been one of the key systems designers at DS2 (Design of Systems on Silicon) responsible for the development of the DS2 powerline modem chipsets, having worked on the design of both the current 45Mbps chip-set and the 200Mbps family.



DAY TWO: WEDNESDAY 27TH OCTOBER 2004

08.30 Coffee and registration

09.00 Chairman's opening address
John Newbury, Head of Power Communications Systems Research, Open University

IMPLEMENTING & COMMERCIALISING PLC AS A BUSINESS REALITY

09.15 **Creating a successful business model: The story of Reykjavik Energy**

Many questions still surround the process of how to select and apply a sound business model when rolling out PLC commercially. This session explores how Reykjavik Energy first launched their commercial deployment in 2001 and today has over 2000 paying customers in a highly competitive market. Issues that will be covered include:

- Reykjavik Energy PLC history, company profile and infrastructure
- Shaping the business model
- Marketing strategies – which markets are targeted first?
- Surviving in a competitive environment
- The future of PLC in Iceland

Runar Haraldsson, PLC Project Manager, Reykjavik Energy

10.00 **Generating paying customers to ensure profitable return**

Given that there now exists an increased amount of PLC activity in new parts of the world, most noticeably in the USA, there is great interest to learn about the benefits that are now being reaped in these geographic areas. From the perspective of the first American full-scale deployment, you will hear how they have been able to establish their project as a profitable case study example in this environment. Key issues covered will include:

- Timescales involved before ROI
- Subscription figures and patterns
- Which services are being offered?
- Pricing strategies and structures used

John Hewa, Assistant Director, City of Manassas Utilities

10.45 **Technical insight session by**



10.55 Morning coffee and networking

11.15 **Sustaining a commercial business from PLC**

As a well established commercial deployment within the PLC industry, Iberdrola will present an overview of how their business has progressed to date. You will learn about the business plan they started with and whether they would have made any changes with the benefit of hindsight. Topics that will be covered include:

- Addressing the competition
- Growth patterns in customer demand and revenue experienced
- Perspective on technology as a long-term user
- Future plans: Expansion? Additional services?

Miguel Sanchez, Head of Telecoms, Iberdrola

12.00 **PANEL SESSION: Commercial deployment: The voice of experience**

As a business professional considering investing in PLC technology, you need confirmation that it does work and that there are business plans with margins that deliver. This interactive, no-nonsense session is your chance to get the answers you really need, direct from a panel of experts who have actually rolled out the technology to a paying customer base. By posing your questions to practitioners who are at varying stages in the deployment process, you will be sure to find the reassurance and hard facts that you need to make an informed decision.

PANEL MEMBERS:

Philippe Le Grand, Chief Project Executive, Conseil Général de la Manche

Dr Jannie Retief, Director Telecommunications & Business Development, Manx Electricity Authority

Miguel Sanchez, Head of Telecoms, Iberdrola

12.45 Networking lunch

14.00 **Understanding the regulatory situation regarding powerline communications in Italy**

Since 2003 Italian electrical utility ENEL have been offering a free trial service of broadband access through powerline technology to their customers. They are currently supplying over 2000 end-users with the service. This session will explain the current regulatory situation in Italy and how this affects the status of their project. It will also offer insight on their experiences of implementing the technology on a large-scale trial.

Sergio Rogai, Head of Automation, Telecontrol and Metering Area, Enel

REGULATORY UPDATES & THE ARRIVAL OF STANDARDS

14.45 **Creating a world standard for radiated emissions from wireline systems**

For some time now, the European Commission has been seriously addressing the issue of creating a global standard in radiated emissions from powerlines. This standard will apply to all wireline services, so not only to PLC wires but also to wires for ADSL and cable. This session is your chance to hear first the newly released measurement results from global projects that have been undertaken on behalf of the Commission and the World Committee. The following key points will be covered:

- Recent developments in regulated emission standards to satisfy Europe and the rest of the world
- Key aims of the standard
- Measurement results that are associated with the standard

John Newbury, Head of Power Communications Systems Research, Open University

15.30 **Technical insight session by**



15.40 Afternoon tea and networking

16.00 **Supporting powerline together: The emergence of the OPERA project**

OPERA (Open PLC European Research Alliance) is an integrated project related to the use of PLC technology with the strategic objective to offer low cost broadband access to all European citizens. The 36 contributing members are comprised of telecom operators, utilities, universities, technology providers, manufacturers, engineering companies and other organisations. This session has been designed to give a comprehensive overview of the issues it is tackling and the rationale behind it. Key questions to be answered include:

- What is OPERA about?
- What are the various sub-divisions of the project?
- What issues is it tackling?
- What are the objectives behind the research?
- Who are the key players involved?

Marcel Graber, Coordinator of Dissemination Activities, Open PLC European Research Alliance (OPERA)

16.45 **Current PLC policy developments within the European Union**

This session will offer the very latest regulatory update from the European Commission (EC) on the current status of powerline communication policy within the Union. Mark will return to the forum this year to offer insight on the status of the discussions within the EU to create a permissive environment for PLC within Europe.

Mark Bogers, Team Leader Radio and Telecommunications Terminal Equipment, Electromagnetic Compatibility and Electrical Safety, European Commission

17.30 Chairman's closing remarks

17.40 Close of day two



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DAY THREE: THURSDAY 28TH OCTOBER 2004

08.30 Coffee and registration

09.00 **Chairman's opening address**
John Newbury, Head of Power Communications Systems Research, Open University

ENERGY MANAGEMENT SERVICES APPLIED THROUGH PLC

09.15 **Using powerline utility applications to overcome regulatory challenges**
As one of the 6 main municipalities in South Africa, Tshwane Metropolitan Municipality sell and distribute electricity to their regional end-users in a deregulated energy sector. Following the success of his introductory presentation last year, Charles will be returning to expand on the developments that they have seen and how they have used additional services of demand-side management and automated meter-reading (AMR) to overcome the challenge of deregulation.

- Gaining competitive advantage through design of the telecommunications network
 - Using PLC for demand-side management and AMR
 - Progressions on the "smartcity" vision for the future
- Charles Kuun, Managing Engineer Operational Systems, Tshwane Metropolitan Municipality**

10.00 **Increasing commercial subscription numbers by expanding customer services**
Following the enormous success of their first year of commercially rolling out PLC to their customers, Austrian energy company Linz AG return to the forum this year to reveal how they have increased their customer base from 1000 users to over 4000 users in just 12 months. The session will cover their experiences to date, finishing with their latest addition of the first ever RIPLE control system.

- Evaluating the business model one year after commercialisation
- Adjusting the marketing and billing services to accommodate higher subscription orders
- Offering energy management services through PLC (RIPLE control system)
- Finding an appropriate pricing plan for energy management services

Dr. Josef Heizinger, Member of the Board, Linz AG and Managing Director of Linz-STROM-GesmbH

10.45 Morning coffee and networking

OFFERING ADDITIONAL SERVICES TO YOUR PLC CUSTOMER

11.15 **Making hybrid (Wi-fi, access and in-home) networking part of your commercial package**
Many rural islands in the Philippines have access to the electrical distribution system but not to the world of communication. Therefore a wide rollout of PLC connection is benefiting both the commercial and public government sectors in the mountain areas. They are also using automated meter reading (AMR) to improve the systems reliability and services of the electric utility company through fast and proper billing. This new billing structure will create a reduction in the simultaneous consumption of electricity, and therefore very common brown outs. This unique session will uncover the roll-out of a hybrid governmental network which includes:

- Combining in-home powerline with wireless Wi-fi
- Combining Wi-fi with MV powerline
- Utilising AMR with wireless and with PLC
- Strategies and concepts of Government services for the population

Anna Celorico, City Engineer, Office of the City Engineer, Kabankalan City

12.00 **Creating convergence with Voice over Internet Protocol (VoIP)**
Endesa has been involved in PLC for the past 4 years and is already commercialising PLC access services in two selected Spanish areas: Barcelona and Zaragoza. In this session, utilities can leverage on the lessons Endesa have learnt to successfully commercialise PLC services. Hear also how they have implemented VoIP, which is fast becoming a mainstream telecom service, and how customer demand is spreading on a global scale.

- Satisfying both your customers' broadband access and telephony needs
 - Providing quality and class of services in future generations
- Ramiro Alfonsin Balza, Head of Operations and Strategic Planning of PLC Project, Endesa**

12.45 Networking lunch

OFFERING ADDITIONAL SERVICES TO YOUR PLC CUSTOMER

14.00 **PANEL SESSION: Surviving the competition: Increasing the PLC market to enable mass production**
One of the most critical issues for the future of the PLC industry are the timescales involved before the technology can be mass-produced to reduce the cost of equipment. Naturally any increase in production will rest heavily on the volume of demand for the equipment, and so this panel session has been designed to address this matter with a spectrum of PLC experts from sectors that include manufacturing, regulation and practical application. Topics to be tackled include:

- Assisting utilities to solve regulatory obstacles
- Acting in time before the window of opportunity closes
- Importance of buy-in from different geographic areas

Runar Haraldsson, PLC Project Manager, Reykjavik Energy
Richard Lynn, Marketing Director, DS2
Mr. Akira Horiguchi, Deputy General Manager, Public-Use e-Solution Centre, Mitsubishi Electric Corporation
John Joyce, President & CEO, Ambient Corporation

14.45 **Marrying PLC technology with your own specific electrical cable infrastructure**
The Isle of Man is a unique environment in many ways, as despite being a crown dependency, it is not part of the UK. Its resident utility, Manx Electricity Authority (MEA), also owns the longest AC (alternating current) sub-sea cable in the world and is currently fast becoming a perfect model of how to efficiently provide electricity, gas, and telecommunications via PLC. This session will reveal how they have tailored PLC technology to specifically suit their own needs and surroundings.

- Introducing the Isle of Man and the MEA environment
- Encountering problems: distance, injecting and extracting signal, existing status of low voltage networks
- Finding solutions
- Measurements to assess solutions
- Testing of important variables influencing the performance of PLC

Dr Jannie Retief, Director Telecommunications & Business Development, Manx Electricity Authority

15.30 Afternoon tea and networking

16.00 **Implementing PLC technology from field engineering**
Ensuring the successful deployment of PLC equipment requires that users have actual knowledge of their network characteristics and that they first accomplish the correct configuration. Having provided PLC equipment for thousands of end-users and in many countries, Mitsubishi Electric has a wealth of experience in both the electricity and network fields. In this presentation, Mitsubishi Electric will help you understand the necessary technical requirements to implement this technology, and which services you can expect your vendor to be able to provide and assist with.

Mr Yasuyuki Ito, General Manager, Power Systems Marketing Division, Mitsubishi Electric Corporation
Mr Francisco Jose Escruihuela, Department Manager, PLC Engineering Centre, Mitsubishi Electric Europe, B.V.

16.45 **Selecting the right technologies for services in a rural environment: The PLC project in La Manche**
The PLC project in La Manche began in 1998 with the 56 schools connected to the Internet with indoor PLC solutions. The first trials have since been completed with EDF and La Manche has begun its project "Manche Numérique". This is a public-private partnership launched to improve the status of the competitive broadband market and bridge the digital divide, thanks to local loop technologies: DSL, Wi-fi, Wi-Max, and PLC. This presentation will reveal which business models and technical solutions are proposed for this rural territory and how, for La Manche, the answer is a combination of technical solutions.

Philippe Le Grand, Chief Project Executive, Conseil Général de la Manche

17.30 Chairman's closing remarks

17.40 Close of day three



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During your exclusive site tour around the beautiful city of Madrid, you will not only be able to visit some of Iberdrola's PLC facilities that are currently in operation, but will also have the opportunity to receive further insight from your hosts on their PLC activities as you watch their project in action.



As Spain's second largest electrical utility, Iberdrola serves more than 9 million customers. The deregulation of Spain's electric industry has prompted the company to branch into the commercial deployment of PLC technology and as a result they are now able to provide broadband access for their customers.



Following the success of their initial PLC trials in 1999, Iberdrola launched their full-scale commercial roll-out in October 2003. Now, less than 12 months later, they already have over 1000 paying customers subscribing to their broadband service. Their goal is to be in position to reach over 200,000 homes with this service within the next 12 months.

Itinerary

09:00	Depart hotel: Transport provided to Iberdrola site
10:00	Visit various Iberdrola PLC facilities within the region of Madrid
12:30	Lunch provided by hosts
13:15	Q & A session with hosts
14:00	Transport provided back to the hotel

WHAT YOU SAID ABOUT OUR PREVIOUS EVENTS

"A perfect event"

Philippe Le Grand, General Conseil de la Manche, France (Speaker)

"A great combination of technical background with practical experience"

Peter Biggs, OSMB (Exhibitor)

"IQPC's 2003 conference had all the major players who are making PLT a commercial goal and a potential global realisation"

Paul Brown, White Box Associates (Delegate)

"Very, very interesting and valuable conference"

Patrice Lasserre, Grintek Telecom (Delegate)

"An excellent conference, packed with precious information and key networking opportunities"

Yasuo Matsuura, Linecom (Delegate)

Who will you meet?

Technical Directors

PLC Project Managers

Heads of Telecoms

Network Operators and Engineers

Directors of Broadband Services

Heads of IT

Board Members, CEOs & Managing Directors

Strategic, Marketing and Business Development Directors

Systems Engineers

Heads of Operational Engineering

Head of Research and Development

Heads of International Investment

Heads of Metering & Electrical Distribution



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Mitsubishi Electric Corporation began its PLC systems activity, for both access and in-house systems, in 1999, utilising both Mitsubishi's own technology, and that of an emerging chip manufacturer. Today Mitsubishi Electric Corporation offers 45Mbps access systems for both MV and LV networks, together with essential engineering services, which support many utilities to commercially launch their PLC business.

The advantage of this experience will be reflected in their next generation 200Mbps product, which is currently being developed. Mitsubishi Electric Corporation will provide not only access systems, but also in-home PLC and AV network systems to expand PLC application. Mitsubishi Electric Corporation currently offers PLC systems to over 20 countries, and is playing a major role within a number of PLC associations such as the PLC Forum and the PLC-J.

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Our channel programs are designed to meet the specific needs of PLC modem manufacturers, network system integrators and service providers.

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- Powerline Communications 2003 (Paris, October 2003)
- Powerline Communications in Africa 2004 (Pretoria, June 2004)
- Broadband Over Powerline 2004 (Florida, July 2004)

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<input type="checkbox"/> Site Visit	€1098 + VAT*	€1098 + VAT*	€1098 + VAT*
<input type="checkbox"/> Workshop (Each)	€549 + VAT*	€549 + VAT*	€549 + VAT*

Please indicate which workshops and/or site visit you would like attend:
workshop A B OR C site visit

* Early Bird discounts are not valid in conjunction with any other offer

* Please note that Spanish VAT is charged at 16%

* Payment must be received with bookings to qualify for early bird discounts

Why not purchase the digital conference proceedings? These will include all the presentations in audio format. Ideal additions for all corporate libraries! Digital Conference on CD Rom £599 + UK VAT = £703.83

DELEGATE DETAILS

DELEGATE 1 Please photocopy for each additional delegate

Mr Mrs Miss Ms Dr Other/Rank

First Name Family Name

Position Job Title

email

Yes I would like to receive information about products and services via email

Organisation

Nature of business

Address

Postcode Country

Telephone Fax

Dept. Head Title

Name of person completing form if different from delegate:

Signature

I agree to IQPC's cancellation, substitution and payment terms

No. of employees: 1-19 20-49 50-99 100-199 200-499 500-999 1,000+

Please indicate if you have already registered by phone fax Email Web




Please note: if you have not received an acknowledgement before the conference, please call us to confirm your booking.

PAYMENT METHODS

Cheque enclosed for £ (Made payable to IQPC Ltd.)

By Direct Transfer: (Please quote ID2243K with remittance advice)

IQPC Bank details: HSBC Bank, 67 George Street, Richmond, Surrey, TW9 1HG. Sort Code: 40-38-18 Account No: 51304143 Swift Code: MIDLGB22 IBAN Code: GB59MIDL40381851304143

By Credit Card: Please debit my credit card:   

Card No Expiry date

Cardholder's name Signature

Card billing address (if different from Co. address)

Country Postcode

Payment is required by return. Your place at the conference is not guaranteed until payment has been received.

TEAM DISCOUNTS

TEAM DISCOUNTS: IQPC recognises the value of learning in teams. Groups of 3 or more booking at the same time from the same company receive a 10% discount. 5 or more receive a 15% discount. 7 receive a 20% discount. Only one discount available per person.

VENUE & ACCOMMODATION

VENUE: Crowne Plaza Madrid City Centre
Plaza de España
Madrid
28013 Spain
Tel: +34 91 4548500

ACCOMMODATION: Hotel accommodation and travel costs are not included in the registration fee. However a limited number of reduced rate rooms are available at the Crowne Plaza Madrid City Centre. Please contact the hotel direct and quote BOOKING REFERENCE 'GA2' to ensure the reduced room rates. It is advisable to book six weeks prior to the event. After that time rates and availability cannot be guaranteed. Or search 'Discounted Accommodation Rates' at www.GA-One.com

CANCELLATIONS AND SUBSTITUTIONS

Delegates may be substituted at any time. IQPC does not provide refunds for cancellations. However, save where written notice of cancellation is received less than seven (7) days prior to the conference, a credit to the value paid at that date will be issued, which may be used against another IQPC conference for up to one year from its date of issue. In the event that IQPC cancels an event, payments received at the cancellation date will be credited towards attendance at a future IQPC conference or, in the event of a postponement by IQPC, a rescheduled date. If the delegate is unable to attend the rescheduled event, the delegate will receive a credit in lieu of payments made towards a future IQPC event, valid for one year from the date of issue. IQPC is not responsible for any loss or damage as a result of a substitution, alteration, postponement or cancellation of an event due to causes beyond its control including, without limitation, natural disasters, sabotage, accident, trade or industrial disputes or hostilities.

SPEAKER CHANGES - Occasionally it is necessary for reasons beyond our control to alter the contents and timing of the programme or the identity of the speakers

DATA PROTECTION - Personal data is gathered in accordance with the Data Protection Act 1998. Your details may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box below.

Please do not pass my information to any third party