

HimSS | Health 2.0
CHAMPIONS OF HEALTH UNITE
European Conference & Exhibition JUNE 11–13, 2019 | HELSINKI

EXHIBITOR MANUAL

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Messukeskus Helsinki
Messuaukio 1
00520
Helsinki
Finland
[Website](#)

Please [click here](#) for a location map and directions to the venue by **Rail, Road, Bus & Air**.

EVENT

SCHEDULE**

BUILD UP

Date	Hall Open	Schedule
Monday 10, June 2019	09:00 – 21:00	Space Only Stands
Tuesday 11, June 2019	09:00 – 21:00	Space Only Stands
	14:00 – 21:00	kiosks

OPEN DAYS

Date	Exhibition	Conference
Tuesday 11, June 2019	Hall not open	10:30 – 18:00
Wednesday 12, June 2019	08:00-08:30 – VIP exhibition	Tour
Wednesday 12, June 2019	10:30 - 18:45	09:00 – 18:00
Thursday 13, June 2019	10:00 – 15:45	09:00 – 18:15

BREAKDOWN

Date	Hall Open	Schedule
Thursday 13, June 2019	*16:00 – 22:00	Failure to vacate by 22:00 may incur a penalty charge

*Breakdown will not commence until all visitors have vacated the hall

**Times may vary, exhibitors will be updated

A-Z EXHIBITOR INFO

ACCESS (venue)

All exhibitors bringing vehicles to the venue for build-up and breakdown who want to unload or load a vehicle on site, must book a time slot by contacting Jessica Bagley jbagley@himss.org.

You will not have direct access to the venue unless you inform HIMSS of your intended arrival.

ALCOHOL

According to Finnish legislation on alcohol, the selling and serving of alcohol always requires a permit and supervised operations: the person engaged in serving must have a license to dispense alcohol granted by the State Provincial Office, and Fazer Food Services Ltd has the license to dispense alcohol at the Messukeskus Helsinki. In practice this means that all alcoholic beverages that are to be served must go through Fazer Food services Ltd's accounting, so exhibitors are not able to bring their own or sponsors' alcoholic beverages directly to the Helsinki but the arrangements must always be agreed with Fazer Restaurants' sales service. We will charge the exhibitor 180,00 € incl. VAT 24 % for accounting and the licensed control on the exhibition area during the whole area. The beverages go directly to the stand and Fazer will not take care of any storage of the beverages.

Before the event:

The exhibitor should send in advance a list of the beverages to Fazer Foods Services;
fazer.sales@messukeskus.com

The admission note should include follows; Fazer Food Services Ltd name Cost center 3300 Alko authorization number 010 69 213 The beverage company's wholesales authorization number The name and number of bottles

The invoicing charge is EUR 25.00 for customers in Finland and EUR 40.00 for customers outside Finland. If the invoice is divided into several instalments or among several companies at the request of the customer, invoicing charges will be added to all separate invoices.

AV EQUIPMENT

AV Equipment and plasma screens can be ordered from the venue using your online portal.

BADGE SCANNERS

Information will be provided to you shortly. Only exhibitors can rent badge scanners and these can only be used within your booth area.

BANNERS

Exhibitors wishing to hang a banner need to seek approval from HIMSS. Please submit your request to: jbagley@himss.org

BALLOONS

Balloons on stands must be tied securely and must not obstruct gangways. Retrieval charges will apply to any balloons which escape into the venue roof. Any helium or other gas canisters must be removed from the site immediately after use and stored away from the hall. Cylinders cannot be connected or disconnected during event opening times. SEE GAS & COMPRESS AIR.

BREAKDOWN – ALL AREAS

Breakdown must not commence until all visitors have vacated the halls on Thursday, 13 from 16:00. Breakdown for all areas will close at 22:00 on Thursday, 13. Anything left in the hall after this time may be removed by the venue and scrapped at the cost of the exhibitor

CARPET

Carpet is provided except for a space only stand. You can add carpet to your order via your online portal or if you wish to change the colour please email Jarkko.heinonen@messukeskus.com

CARPET TAPE

Exhibitors and contractors must use carpet tapes when laying carpets which has a low tack bottom, high tack grab top and doesn't leave any residue or cause any damage once removed. Cable clips, nails and bolts are prohibited. Charges to remove any tape left on the floor after the show will be passed directly to the relevant exhibitor.

CASHPOINT

There is a cashpoint at the main entrance next to the Olohuone Café.

CATERING

Catering will be provided for yourselves and delegates throughout the day at numerous catering stations. If you wish to have Stand catering, you can order this through your online portal.

CONSTRUCTION, DESIGN & MANAGEMENT RESOURCE PACK

It is important that all members attending from your company including your contractors have read and understood the new Construction, Design & Management 2015 guidelines. The resource pack can be downloaded [here](#) with pages 6-8 and 12-13 being of the utmost importance.

CHILDREN

Children aged 16 or under are NOT permitted in the halls during build-up or breakdown periods. Children must be accompanied at all times during the event.

CLEANING

General cleaning of the gangways will be carried out each morning prior to the exhibition opening. Paper and packaging should be placed in the aisle at the end of the day. Bagged waste left on stands will not be removed. The cleaning of your exhibits remains the responsibility of the exhibitor. Removal of any excess rubbish will be subjected to a fee.

CLOAKROOM

Cloakroom facilities are open half an hour before the event opens until half an hour after it closes.

DAMAGE & LOSS

Neither the Organisers nor Messukeskus accept any responsibility for any damage or loss of property by the Exhibitors or their agents/contractors. Exhibitors are especially warned that the exhibits are the sole responsibility of the exhibitors to whom they belong. Exhibitors should affect their own insurance against all risks. The strongest possible precautions against pilferage should be taken at all times. Exhibitors must ensure that they have adequate insurance protection. As a minimum we require that you have **£10 million Public Liability insurance** and we also recommend Third Party cover and protection against loss/theft. You are reminded that you will be charged for making good any damage to the hall or stand area, including the floor, caused by your staff or contractors. Under no circumstances can stand construction, graphics, displays, etc. be attached to the fabric of the building. See the INSURANCE section for more information.

DELIVERIES & COLLECTIONS

The organisers cannot accept deliveries on exhibitor's behalf; arrangements must be made for a representative to be available on the stand and drivers delivering goods on behalf of exhibitors must be supplied with full information about which stand the delivery is for. It is strongly recommended that you use the venues recommended courier company to deliver any items to the venue.

Niemi Event Services are the appointed contractor for this conference and you can contact them using the [form here](#), expo@niemi.fi +358 (0) 20 5545670

DIRECT SELLING

Exhibitors are required to remain in their own booth space during exhibit hours. Solicitation outside your booth in any way is strictly prohibited. Orders may be taken during the normal activity on the exhibit floor in your purchased booth space, but retail sales are not permitted.

DISABLED FACILITIES

Information is available on the [Messukeskus website](#).

EMERGENCIES

Please see separate section at the end of this manual.

EVACUATION PROCEDURE

There are emergency procedures at the Messukeskus, which all exhibitors, their staff and contractors must be made aware of. You are also asked to check for suspect packages/objects both morning and evening and to ensure that briefcases and bags are kept safely locked away at all times to prevent causing unnecessary concern. Be aware of the location of the nearest fire extinguisher and emergency exit. Please see separate section at the end of this manual.

EXHIBITOR BADGES/REGISTRATION

All registration and badging will be carried out by CSI. Please register all your stand staff as exhibitors (not delegates) by using the link that is provided to you once payment has been received. Exhibitor badges will then be available to collect when you arrive on site. Please note exhibitor badges will not be posted out in advance.

FABRICS

All materials used for the interiors of stands must be thoroughly fireproofed or be non-combustible to the satisfaction of the local authority. All fabrics, drapes, curtains, hangings, etc. must be inherently or durably flame-proofed. Alternatively they may be treated with a proprietary flame retardant. Test certificates must be available for inspection for any materials intended to be used. Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings.

Artificial plants and flowers are not permitted. Silk-type flowers are acceptable, providing they are fireproof or have been treated and marked as such.

FILMS

Exhibitors intending to show films, including feature films, adverts or trailers must notify HIMSS no later than 28 days prior to the event.

FILMING

Any filming/ photography of the event, conferences and exhibition are not permitted without prior written approval from the organisers.

FIRE PRECAUTIONS

Fire extinguishers are located at points around the hall. Any person who notices a fire should:

Immediately break the glass on the nearest fire alarm point (these are located at each fire door and other fire exits).

Inform a member of the Messukeskus staff giving the location and nature of the incident.

Fire escape routes should be kept free from obstruction at all times. Please see separate section at the end of the manual for more information.

FURNITURE

Furniture, including free standing literature display racks, can be ordered from the venue using your online portal.

GANGWAYS

Under no circumstance are exhibitors' stand dressing, tables and chairs, etc. allowed to encroach into the gangways. Any item that is encroaching onto the gangways will be removed.

GASES & COMPRESSED AIR

Compressed gas or Liquefied Petroleum Gas (LPG) can only be used within the venue with prior written consent. Details of any proposed use of compressed gas must be submitted to HIMSS no later than 28 days prior to the event and must include the gases or liquids proposed, the sizes of cylinders or vessels and their working pressures.

Compressed gas cylinders (including helium) must be removed from the hall immediately after use and stored in an area agreed by the venue. Cylinders cannot be connected or disconnected during event opening times.

For further information contact: jbagley@himss.org

HAZARDOUS SUBSTANCES

Any exhibit, process or feature that is likely to generate and/or emit gases, vapours liquids, fumes or dusts into the venue must not be used without prior written approval from the organisers.

Contact jbagley@himss.org with details.

Also see SPECIAL EFFECTS.

HEALTH & SAFETY INFORMATION / RISK ASSESSMENT

Exhibitors must refer to the Health & Safety information at the end of this manual and complete both the Health & Safety Declaration and Risk Assessment Forms. **Completion and submission of these forms is compulsory.** Please also provide proof of your Public Liability insurance cover. Please see the INSURANCE and DAMAGE & LOSS sections for further information.

Deadline for submission – 1 May 2019.

HEIGHT LIMIT

Double decker stands are not permitted at HIMSS & Health 2.0 conference.

Any exhibitor wishing to build a stand that has any section or part of it **higher than 4m** must seek permission from the organisers and send three sets of detailed structural drawings including plan views and elevations, calculations, specifications, risk assessments and method statement to Jessica Bagley by the 1 May 2019.

Email: jbagley@himss.org

When building on a shared island where the height exceeds that of the neighbouring stand(s), the exhibitor must finish/clad the reverse walls to an acceptable standard and must not place any signage or branding on these walls.

Please [click here](#) for Space Only Stand Build Rules & Regulations.

HOTEL

There are a number of hotel rooms available around the Messukeskus and the city. We strongly recommend that you book your accommodation as soon as possible as these rooms are limited. Please see our website for the latest recommendations.

INSURANCE

Whilst every precaution is taken to protect your property during the event, responsibility cannot be accepted by the organisers for any loss or damage that may occur to personnel or property of any exhibitors. Exhibitors should carry adequate insurance for both before and during the event. As a minimum we require that you have **£10 million Public Liability insurance** and **Employers' Liability insurance cover of £10 million**. Please send your proof of cover by submitting a copy of your policy cover note along with your Health & Safety Declaration to:

Email: aprigozhina@himss.org

Deadline for submission – 1 May 2019

INTERNET CONNECTION

The Messukeskus provides free, unsupported Wi-Fi throughout the venue. If your demonstrations rely on an internet connection, it is suggested that exhibitors order a wired line for their stand. Please use your online portal to place an order if needed.

LOST PROPERTY

Any lost property should be handed in to the event security company during the open period of the event. At the end of each day, items should be handed over to the venue's duty manager. Any items will be kept for three months.

BUSINESS MEETINGS

If you arrange a meeting on your stand for a commercial delegate please note that they will be charged an entrance fee unless prior written approval has been given from HIMSS.

MUSIC ON STANDS

Your music must not disturb the neighbouring stands. The maximum volume is 75 dB. Please observe event specific limits. Messukeskus will take care of the compensation payable to the Finnish Composers' Copyright Society Teosto for music played at the events. Live music performers must notify Teosto of the compositions they intend to perform and the authors of these. They are also responsible for making the appropriate payments. Please remind your performers of this. For further information, please contact: Teosto

NIGHT SHEETS

HIMSS recommends the use of night sheets in order to assist with the security of stands. These must be of inherently non-flammable material or material that has been treated to render it non-flammable. These must be safely stored away during the open period of the event. They should not be left next to or behind stands where they may protrude into gangways or impede emergency exit routes.

A-Z EXHIBITOR INFO

NOISE

The use of microphones, videos or music* is permitted but the volume must not be such as to cause any annoyance to other exhibitors. The organisers reserve the right to restrict or prohibit their use.

**Any music played in a public place is subject to licensing. Please see the MUSIC section for further information.*

NO SMOKING

Please note that smoking (including smoking of e-cigarettes) is prohibited in all areas of the venue, in accordance with current legislation. Designated external smoking areas can be found outside the main entrance.

PRESS OFFICE

HIMSS & Health 2.0 Conference will have a dedicated Press Office at the venue. The press facility is open exclusively to journalists on 12-13 June and offers a relaxing environment where journalists can conduct interviews and meet with speakers and participants at the journalist's invitation. There is a dedicated space for exhibitor press packs. Please deliver packs to the press office on setup day or the first day of the conference. Please also keep us up to date with events you may have planned on your stand during the two days.

PARKING

Messukeskus continues to offer parking at an affordable daily rate, instead of the hourly pricing typically used by other parking facilities in the Pasila area. The parking fee is €12, which allows you to park once and stay for 24 hours. By purchasing in advance, the cost of parking is discounted for subsequent days (€16 for 2 days, €24 for 3 days, etc.). As before, disabled parking is free of charge. By pre-purchasing parking for one or more days on the EuroPark website at <https://messuparkki.autopay.fi>.

On the Autopay website at www.autopay.io within 48 hours after the end of the parking. This does not require logging in or registration for the service. The payment card must have online payment enabled for it to be used.

As a mobile payment with the EasyPark application, which can be downloaded from the App Store, Google Play or the Windows store. By registering in the Autopay system at www.autopay.io, after which parking fees for registered vehicles are charged automatically from the user's payment card. The payment card must have online payment enabled for it to be used.

By using the Messukeskus payment machines. It is possible to print out a parking receipt from the machine at the end of the payment transaction. You can also order the receipt to your mobile phone. Valid payment cards include the most common Electron, debit and credit cards. With combination cards, you can select whether to pay with debit or credit. The payment machines do not have a cash payment option.

By EuroPark invoice in arrears, includes an invoicing fee.

SAMPLING

The sampling of food and/or drink from exhibition stands may be permitted however prior approval must be sought. Contact ibagley@himss.org with the details before 1 March 2019. All food safety and hygiene regulations must be complied with. Soft & Hot drinks, Beers, ciders and similar 50ml; wine, fortified wine, champagne, alcopops and similar 25ml; spirits & similar 5ml. Acceptable food sample sizes are bite-sized portions & individually wrapped items (off-site consumption only).

SECURITY

The organisers will provide general security within the exhibition halls. Security of the stands and exhibits remain the responsibility of each exhibitor.

STAND SPACE - Kiosks

Kiosk packages include the following. If you wish to order any extras or additional power to your stand, this can be achieved by using the order form link in the exhibitor manual.

- 2x spotlights
- 1x 16Amp plug socket
- Back wall with graphic
- Front table with graphic
- 2x bar stool

Example of a kiosk:



Exhibitors need to provide their own graphics, the correct sizing and format can be found on your exhibitor portal and you need to submit these to graphics@messukeskus.com or via transfer link at <https://suomenmessut.wetransfer.com/> no later than 30 days prior to the event.

Please note that the voltage in Finland is 230V, therefore please check that your equipment is suitable for this main voltage.

SUBLETTING

Exhibitors may not assign, sublet, or share their exhibit space with another business or firm unless approval has been obtained in writing from HIMSS. Exhibitors must show goods or services manufactured or dealt in by them in the regular course of business. Should an article of a non-exhibiting firm be required for operation or demonstration in an exhibitor's display, identification of such article shall be limited to the usual and regular nameplates imprint, or trademark under which it is sold in the general course of business.

SPACE ONLY STANDS

A Space Only Stand is simply an empty space on the exhibition floor. Every exhibitor who has booked a space only site **must** submit the following to Anastasiya at HIMSS Europe by **1 May 2019**.

- Email your key contact at HIMSS
- Plans of your proposed stand design
- Method Statement
- Certificate of Public Liability Insurance
- Risk assessment (Space Only)
- Health & Safety Declaration Form

Space Only

Lighting and power are **NOT** included with Space Only Stands. All electrical requirements should be ordered from the venue using your online exhibitor portal.

*Always make sure you order sufficient power supply for the items you are bringing along to the show. If in doubt, contact the electrical contractors for advice.

PLEASE NOTE: In accordance to the venue's Sustainability Objectives stand power will be switched off overnight.

PLEASE NOTE: that the voltage in Finland is 230V, therefore please check that your equipment is suitable for this main voltage.

If you employ a stand contractor to design/construct your stand please make sure they are aware of this requirement.

All construction must adhere to the stand build rules and regulations which can be downloaded by [clicking here](#).

Please also see the HEIGHT LIMITS section of this manual.

SPECIAL EFFECTS

Any exhibit that may contain the following will need to notify aprigozhina@himss.org for prior approval before 1 March 2019: High Power Scenic Projectors, Laser Displays, Pyrotechnics, Real Flame, Smoke Machines, Strobe Lighting or Ultraviolet Lights.

SPONSORSHIP

Please email the sales team for further details: Adeline Goffin: agoffin@himss.org

STORAGE AREAS

Excess stock, literature and packing cases may not be stored around or behind stands, unless contained within a lockable storeroom (doors must have a vision panel). Any proposed store rooms must be shown on your final stand plan. Please contact Niemi Event Services if you require storage: expo@niemi.fi

TRAVEL AND TRANSPORT

Please [click here](#) to see optional travel around the Messukeskus. Upon arrival at the venue you can also request a travel card from the registration desk sponsored by HSL. This travel card will allow you access on the trains and trams. The tickets are valid in Helsinki, Espoo, Kauniainen and Vantaa (airport).



UNPAID BOOTH BALANCES

Final booth payment is due no later 30 days prior to the event. Any unpaid booth spaces will be released. Any company with an unpaid balance will have their freight & badges refused by HIMSS until the balance is paid in full. If your badges are denied due to your failure to pay the balance on your booth, HIMSS cannot be held responsible.

VIDEOS

Any exhibitors wishing to publicly show video(s) or DVD recordings must apply for a license directly to [Video Performance Ltd](#).

WASTE AND RECYCLING

At the close of the event, exhibitors are required to remove **all** waste from the hall including excess brochures and literature. Any excessive waste that has to be disposed of by the venue will be charged to the exhibitor.

To use your online portal to order any AV, Catering etc you will require a username and password. This will be sent to you shortly after receiving this manual. If you have not received this within 1 week please contact HIMSS who will resend this to you.

For any further information or queries please email your key contact at HIMSS.

ORDER FORM CHECKLIST

	Supplier / Contact	How to Order	Deadline	Done
Exhibitor Manual				✓
Audio Visual	Messukeskus	Order online using your login details	45 days prior to event	
Badge Scanners	CSI	Order online		
Catering	Messukeskus	Order online using your login details	Two weeks prior to event	
CDM 2015 Resource Pack		Click here to download	ASAP	
Construction Rules & Regulations		Click here to download	ASAP	
Electrics	Messukeskus	Order online using your login details	45 days prior to event	
Exhibitor Badges	CSI	Your link will be provided as soon as payment has been recieved	1 week prior to event	
Furniture	Messukeskus	Order online using your login details	45 days prior to event	
Health & Safety Declaration	aprigozhina@himss.org	Download form here	1 May 2019	
Hotel		Book your hotel rooms here	ASAP	
Internet	Messukeskus	Order online using your login details	45 days prior to event	
Copy of your Public Liability Insurance	Email your key contact at HIMSS	Email your key contact at HIMSS	1 1 May 2019	
Online Company Profile & Logo	Email your key contact at HIMSS	Information in your welcome email	ASAP for maximum visitor exposure	
Risk Assessment (Kiosks)	Email your key contact at HIMSS	Download the form here +4930346554213	1 May 2019	
Risk Assessment (Space Only)	Email your key contact at HIMSS	Download the form here +4930346554213	1 May 2019	
Kiosk Graphics	graphics@messukeskus.com or via transfer link at https://suomenmessut.wetransfer.com/	Graphic sizing will be provided shortly	30 days prior to event	
Stand Plans (Space Only Stands)	Email your key contact at HIMSS	aprigozhina@himss.org +4930346554213	1 May 2019	
Transport, Storage, Lifting & Exhibition	Niemi Event Services expo@niemi.fi +358 (0) 20 5545670	Download order form here	1 May 2019	

EXHIBITOR HEALTH & SAFETY AND EMERGENCIES

HEALTH & SAFETY DECLARATION / RISK ASSESSMENT

Every exhibition stand is a miniature workplace and exhibitors are responsible for this area and for the health and safety of their staff and visitors to their stand whilst on site. Each company should assess the risks associated with their participation HIMSS & H2.0 Conference.

A risk assessment is simply a careful examination of what, in your workplace, could cause harm to people (staff, other exhibitors, visitors and contractors), so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Everyone has a right to be protected from harm caused by a failure to take control measures so far as reasonably practicable.

Every exhibiting company must complete and submit the Health & Safety Declaration form. See order forms on page 10. A copy of your Risk Assessment must also be submitted (and a copy brought on site and made available to the organisers, venue and/or their Health & Safety representative on request).

For **Space Only stands** a [detailed risk assessment is required. Please click here.](#)

HEALTH & SAFETY POLICY

Current legislation necessitates that exhibitors must establish and enforce appropriate measures to control and monitor health and safety procedures. Exhibitors are responsible for the safety on their stands and for the health and safety of their employees and visitors to the stand.

As a minimum, exhibitors should adopt the following measures:

- A member of staff at managerial or director level to oversee health & safety procedures.
- Ensure machinery and working practices are safe and offer no risk to health.
- Ensure all necessary precautions are taken in respect of the safe use, handling, storage and transport of materials and substances.
- Provide such information, instruction, training and supervision as is necessary to ensure the health and safety at work of all employees.
- Maintain all places of work, equipment and transport under the exhibitors control in a safe condition, free from risk to health.
- Provide adequate facilities for the welfare of employees.
- Safeguard the health and safety of visitors and of any member of the general public who will be affected by the activities of exhibitors.

- Provide all necessary information relating to health and safety in respect of processes and services.
- Institute a safety policy; ensure this is related to all staff and keep it in writing on the stand at the show.

MEDICAL EMERGENCIES / FIRST AID

In the event of urgent medical assistance being required, contact a member of the venue staff without delay giving the exact location of the casualty and details of injuries sustained e.g. bleeding, unconsciousness. The Control Room will be informed and a First Aider will be sent to the incident location.

EMERGENCY & EVACUATION PROCEDURES

There are emergency procedures at the venue which all exhibitors, their staff and contractors must be made aware of. You are also asked to check for suspect packages/objects both morning and evening and to ensure that briefcases and bags are kept safely locked away at all times to prevent causing unnecessary concern. Be aware of the location of the nearest fire extinguisher and emergency exits. Please ensure you brief all your staff on these procedures.

FIRE

The whole of the venue has a complex and comprehensive fire detection system and fire-fighting equipment.

Should an emergency arise on your stand, you should take the following action:

Break the glass on the nearest fire alarm point. These are located at each vehicle door and other fire exits.

Notify a member of the venue staff giving the location and nature of the incident.

Notify your adjoining stand occupiers of the situation.

NEVER PUT YOURSELF IN DANGER.

Telephoned Bomb Warning Checklist

Obtain as much information as you can. Try to keep the caller talking (apologise for a band line, ask him/her to speak up etc.) Complete this form as you go along.

THE MORE INFORMATION YOU GET, THE EASIER IT WILL BE TO DECIDE WHETHER THE WARNING WAS GENUINE OR NOT.

MESSAGE: (exact words)

ASK QUESTIONS:

Where is it? _____

What time will it go off? _____

What does it look like? _____

What kind of bomb is it (type of explosive)? _____

Why are you doing this? _____

Who are you? Name: _____

Time of call: _____ Code Word: _____

DETAILS OF CALLER: MAN / WOMAN / CHILD / OLD / YOUNG / DON'T KNOW

SPEECH: INTOXICATED / IRRATIONAL / RAMBLING / LAUGHING / SERIOUS

Speech Impediment: _____

Accent: _____

Did the message sound like it was: READ / SPONTANEOUS?

DISTRACTIONS: Any noise on the line? _____

Call box pay tone or coins? _____

Operator: _____ Interruptions: _____

Anyone in the background? _____

NOISES: TRAFFIC / TALKING / TYPING / MACHINERY / AIRCRAFT / MUSIC / CHILDREN / other:

ABOUT YOU:

Name: _____

Number of telephone on which call was received: _____