# **Exhibitor Order Form**



#### San Jose McEnery Convention Center (SJCC)

High Speed Internet Access Service Order Form Contact information:

Team San Jose Technology Services:

Phone: 408-792-4188 Fax: 844-272-0992 or email: techservices@sanjose.org

Event Name:	Date:
Company/Organization:	Booth/Room Location:
Billing Contact:	Phone Number:
Contact Address:	
Contact Email:	

#### \* Payment Methods:

1. <u>Check:</u> Checks should be made payable to "Team San Jose" and sent to Finance 408 Almaden Blvd, San Jose, CA 95110 Attention: Amalia 2. <u>Credit Card:</u> Please submit your order form to <u>TechServices@SanJose.org</u>. You will receive a secure hyperlink (HTTPS) for processing payment. If you would like a receipt/invoice, please contact Billy Wuepper @ <u>wwuepper@sanjose.org</u> and Amalia Kiep @ <u>akiep@sanjose.org</u>. Please reference your event and order number in the subject line.

Service Summary: The San Jose McEnery Convention Center has deployed a start-of-the-art wired and wireless network for servicing clients with industry leading technology. The Convention Center internet connectivity is powered by two redundant 10 gigabit internet connections from Hurricane Electric and Cogent Communications. Shared or dedicated bandwidth up to 1 gigabit is available for both wired and wireless connectivity. In addition, dedicated bandwidth is also available up to 10gbps.

## -PLEASE USE THE PLACEMENT DIAGRAM ON PAGE 3 TO AVOID ADDITIONAL CHARGES-

Services Offered: <mark>— ATTENTION — Incentive Pricing for 30 or more days before the first day of move-in.</mark>	Qty.	Incentive	Base	On-Site	Subtotal
Bronze – 3mbps download by 3mbps upload		\$1200	\$1800	\$2500	
*SEE PAGE 2 FOR DETAILS BEFORE ORDERING					
Silver – 10mbps download by 10mbps upload		\$2200	\$2800	\$3500	
*SEE PAGE 2 FOR DETAILS BEFORE ORDERING					
<u>Gold – 50mbps download by 50mbps upload</u>		\$3600	\$4200	\$5000	
*SEE PAGE 2 FOR DETAILS BEFORE ORDERING					
Platinum – 1000mbps download by 1000mbps upload		\$8000	\$9500	\$11000	
*SEE PAGE 2 FOR DETAILS BEFORE ORDERING					
Public Static IP – Places your connection outside of our firewall		\$1000	\$1200	\$1400	
Additional Connections – Connections within 25 ft of primary connection		\$200	\$350	\$500	
Additional Bandwidth – Increments of 2mbps download by 2mbps upload		\$400	\$500	\$600	
Exhibitor Custom Wi-Fi – (10mbps upload by 10mbps download)		\$2500	\$3000	\$3500	
SSID (Minimum 3 Characters):					
Password (Minimum 8 Characters):					
Damaged Access Point, Switch, or Bridge		\$1000	\$1000	\$1000	
Conference Phone w/ VOIP Connection		\$900	\$900	\$900	
Analog Voice Line with 50 state dialing (Fax Capable)		\$350	\$350	\$350	
Hourly Service Charge		\$150	\$150	\$150	
Custom (Administrative Use Only):					
				Total:	

-PLEASE USE THE PLACEMENT DIAGRAM ON PAGE 3 TO AVOID ADDITIONAL CHARGES-

# **Description of Services**

#### Bronze – 3 mbps download by 3mbps upload – dedicated bandwidth – CLIENT ROUTERS PROHIBITED

- Incentive Price: \$1,200
- Base Price: \$1,800
- On-Site Price: \$2,500
- No additional bandwidth allowed
- Requires additional device fee, 3 devices maximum, \$400.00 per cable run. On-site orders are \$600.00 per cable run.
- No Public IP allowed routers and switches are prohibited venue provides switches for additional connections
- This package is for one wired computer or wired device (dongles not provided).

#### Silver – 10 mbps download by 10mbps upload – dedicated bandwidth – CLIENT ROUTERS PROHIBITED

- Incentive Pricing: \$2,200
- Base Price: \$2,800
- On-Site Price: \$3,500
- Additional bandwidth ALLOWED
- Requires additional device fee \$200/additional device, \$250/cable run
- Routers PROHIBITED venue provides switches for additional connections
- Public Static IP N/A
- This package is for one to seven wired computers or wired devices (dongles not provided)

#### Gold – 50 mbps download by 50mbps upload – Dedicated Bandwidth – Low Latency – CLIENT ROUTERS PROHIBITED

- Incentive Price: \$3,600
- Base Price: \$4,200
- On-Site Price: \$5,000
- Additional bandwidth ALLOWED
- Public Static IP Available
- Tech services will run cables inside of the booth @ \$250/cable run (on-site orders exempt)
- No additional device limit
- Customer routers PROHIBITED

#### Platinum – 1000mbps symmetrical – dedicated bandwidth – 1:1 NAT – LOW LATENCY – CLIENT ROUTERS ALLOWED

- Incentive Pricing: \$8,000
- Base Pricing: \$9,500
- On-Site Pricing: \$11,000
- No additional device fee, no limit for additional devices
- Public IP Upon Request @ no additional fee
- Customer routers allowed
- This package is for connecting to a customer router. Customer switches are permitted behind the customer router. The demarcation point of this connection is the handoff to the customer router.
- This package is a white glove service, there are no fees for any additional cable runs.

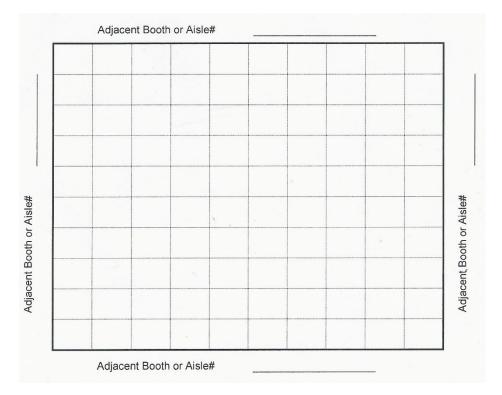
# **FLOOR PLAN FOR COMMUNICATIONS CABLING**

Location:	San Jose Convention Center	Company Name:	

Show: \_\_\_\_\_\_ Booth / Room #: \_\_\_\_\_

**Voice and Data Communications Cabling** – SmartWAVE is the **exclusive installer** of Voice and Data Communications cabling. SmartWAVE provides cabling to booths, within booths (under carpet and flooring) and from booth to booth. Fiber optics, ethernet, coaxial, and all other data and communications cable fall under SmartWAVE's area of expertise.

**IMPORTANT!** – Prior to installation of service a complete floorplan is required. Please utilize the below grid should you not have your own floorplan to send us. You may use a different floorplan for each service group (telephone, internet, etc.) or combine all services on one floorplan. For a floorplan to be considered complete it **must** include all of the information listed below (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale length and width).



<u>X</u> = Main Distribution Location (**MDL**) – The originating line(s) for service from a floor pocket, column, or other source, will be delivered to a **MDL** before being distributed within your booth. Example: Storage area, back of booth, etc. (unless specified, the default location for the **MDL** will be at the rear center of the booth). All distribution of services to their final destination will originate from the **MDL**. A per line move fee will apply to relocate services within your booth after they have already been engineered and/or installed.

<u>**T**</u> = Location of Telephone, Fax Lines, or other telecommunications equipment "**T**".

<u>I</u>/<u>H</u>/<u>PC</u>/<u>C</u> = Location of primary internet service "I", Hubs "H", Patch Cables "PC" and/or Computers "C". For SmartWAVE to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

<u>Orientation</u> = The booth or aisle #'s surrounding your booth. A minimum of one surrounding booth or aisle # is required (two or more preferred) for SmartWAVE to accurately install your services.

<u>Size</u> = Booth dimensions (example 10x10)	<u>Scale</u> = 1 box is equal to	_ft.
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## **Terms and Conditions**

- 1. All outside switches, hubs, wired/wireless routers, access points, and/or any other network distribution devices at the San Jose McEnery Convention Center (SJCC) are prohibited unless via the "Platinum Connection". Otherwise, house-provided Access Points for private WiFi access, custom configurations, and/or Peer-to-Peer can be ordered and provided to you by Tech Services.
- 2. Any changes in placement to connections will be accounted for as added connections.
- 3. Assistance required outside our hours of work will incur an hourly service charge.
- 4. Only SJCC personnel are authorized to modify system wiring or cabling. Material and equipment furnished by SJCC for this service contract shall remain the property of SJCC.
- 5. Service problems must be reported immediately. Service claims will not be considered unless filed in writing by Customer prior to close of the show.
- 6. The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes/Tax surcharges will be included on your final bill.
- 7. Equipment Management: The customer will be fully responsible for returning all rental equipment to the SJCC Tech Services Desk within one (1) hour following the close of the show.
- 8. Cancellations must be in writing. Some broadband services and special circuits cannot be cancelled once ordered. Charges will apply for orders that have already incurred.
- 9. **Tiered Pricing** Orders must be placed 30 days before the first day of event to qualify for incentive pricing. All orders placed within the 30-day window will qualify for base pricing.
- 10.Placement Diagrams: Failure to provide a placement diagram will result in the drop and/or drops being placed at the rear center of your booth. Additional cost of \$500.00 (equivalent to on-site Additional connection fee) per drop will be associated with moving each drop to the correct location.

All Customer contracts and agreements are solely between San Jose McEnery Convention Center (SJCC) and the prospective Customer.

### CUSTOMER ACCEPTANCE OF ALL SAN JOSE MCENERY CONVENTION CENTER TERMS AND CONDITIONS/ATTACHMENTS:

With execution of this document the Customer hereby authorizes SJCC to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions and Attachments contained herein & on the Website.

Print Authorized Name

Authorized Signature