



# Exhibitor Order Form

San Jose McEnergy 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:**

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

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

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# 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.



## **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

\_\_\_\_\_  
Date

