

MASTER BILL

Internet Services Order Form

ORDER THROUGH YOUR EVENT MANAGER, CHARGES ADDED TO FINAL BILL

Company Name:	Booth # / Room:		
Billing Address:	City:	State:	Zip:
Event Name:	Event Run Date(s):		
On-Site Contact:	Phone:	Fax:	
Email Address:			

Network Services (Advanced pricing applies if services are ordered 14 days prior to event, without exception)

A. BUNDLED INTERNET SERVICES - Best Value ☆ - Inclusive for the Duration of Event

Bundled Services: no additional wired connections or hardware (switch) supported	QTY	Advanced	Standard	Total
A1 - Single drop/connection sharing 1.5Mbps + 2 Wireless Codes		\$549	\$649	
A2 - Single drop/connection sharing 3 Mbps + 5 Wireless Codes		\$949	\$1049	
A3 - Single drop/connection sharing 5 Mbps + 10 Wireless Codes		\$1199	\$1299	

B. WIRELESS ONLY INTERNET SERVICES - Per Day / Per Device

Ordering also available on-site, contact your Event Manager to fill out form.

Exhibitor Wireless Services (per device) / per day	# Devices	# of Days	Price per day	Total
1 Wireless device (phone, tablet, laptop, etc) connected at up to 3 Mbps		1	\$24.95	
		3	\$39.95	
		5	\$54.95	

C. WIRED PRIVATE BANDWIDTH INTERNET SERVICES - Inclusive for the Duration of Event

Wired Services: one wire to your booth with the specified bandwidth -NO hardware provided (switch/cables)	QTY	Advanced	Standard	Total
C1 - Single drop/connection up to 2 Mbps -1 included + purchase up to 10 additional connections		\$399	\$499	
C2 - Single drop/connection up to 5 Mbps - 5 included + purchase up to 20 additional connections		\$599	\$699	
C3 - Single drop/connection up to 10 Mbps -15 included + purchase up to 30 additional connections		\$799	\$899	
Custom SSID Hotspot added to C1-3 ONLY (Meeting Room and/or Expo Booth Only)		\$250	\$350	
Additional Wired Connection - Requires a switch (Not public IP Addresses)		\$100	\$125	
Switch Rental		\$150	\$175	
Cable Rental (Up to 50', longer runs require custom cabling consult)		\$50	\$75	

Grand Total

* Custom solutions tailored to your requirements, as well as additional bandwidth and hardware options, are available by calling the numbers below.

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Information and Conditions

Knoxville Convention Center (Supplier) is the exclusive provider for wired and wireless network services at the Knoxville Convention Center. This includes all exhibit halls, meeting rooms, exterior areas and temporary structures. Only the company (its officers, employees and agents) that orders service is authorized to use the Internet connection. This service cannot be re-sold or distributed to any other company or individual. Our rates are based on a per device charge. Each device attached to the Knoxville Convention Center network must pay for networking service. **DISCLAIMER; LIMITATION OF LIABILITY; CUSTOMER'S RESPONSIBILITIES SUPPLIER'S OBLIGATIONS UNDER THIS AGREEMENT ARE IN LIEU OF ALL WARRANTIES, EXPRESS OR IMPLIED. SUPPLIER WILL NOT BE LIABLE FOR INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, THIRD PARTY CLAIMS, LOSS OF PROFITS OR INCOME, OR LOSS OF USE OR OTHER BENEFITS, ARISING OUT OF OR IN CONNECTION WITH CUSTOMER'S USE OR INABILITY TO USE THE SERVICE HEREIN REQUESTED, OR FOR COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS OR PROFITS) WHETHER OR NOT SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. THE SERVICE IS PROVIDED ON AN "AS IS" BASIS. THIS IS IN LIEU OF ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. YOUR EXCLUSIVE REMEDY AND Knoxville Convention Center MAXIMUM LIABILITY SHALL BE THE ACTUAL AMOUNT PAID TO KNOXVILLE CONVENTION CENTER WITH RESPECT TO THE DEFICIENT SERVICES.** Customers/exhibitors accept responsibility to ensure that all of their files are adequately duplicated and documented. Supplier is not responsible for Customer's failure to do so, or for the cost of reconstructing data stored on disc files, tapes, memories, etc., lost during the performance of service under this Agreement. Supplier will not be liable for loss of funds contained in, dispensed by, or associated with any Services under this Agreement. Supplier will not be responsible for failure to provide service due to strikes or causes beyond Supplier's reasonable control. Services Order Request and Payment **THIS SERVICES ORDER MUST BE RECEIVED WITH FULL PAYMENT AND/OR CREDIT CARD AUTHORIZATION 14 DAYS PRIOR THE START OF SHOW TO QUALIFY FOR THE ADVANCED RATE.** Orders received inside of the two week period will be charged the standard rate. Both wireless access and on-site orders will go through our automated system and will require a credit card for payment. For a wired connection, booth location and location of the Network Connection must be identified to process your order. All monies are collected by the Knoxville Convention Center. All requests for credit or refund should be directed to the Knoxville Convention Center. Credit cannot be given for service installed and not used. Refunds will not be granted for service installed and deemed inoperative due to faulty exhibitor equipment or off-site service problems. A \$50.00 service fee will be charged for all returned checks. Services installation and equipment use for a wireless connection, can be pre-ordered through your Event Manager and will be put on your final bill with the Knoxville Convention Center. For a private wired connection, you will receive access to the Internet via a user ID and password for one device. If you order prior to the event, connect your machine to the Cat5 cable that is installed at your location. Open a browser and enter your user ID and password to access the Internet. If you order on-site, get with your Event Manger to fill out the master-bill order form. For a public IP wired connection, a printed copy of the full TCP/IP address information will be provided to you prior to the event to facilitate your configuration of the demonstration machine. To connect additional devices to the network you will need to order additional network connections. Please see the Order Form. Enter your IP information into your machine and then connect your machine to the Cat5 cable that is installed at your location. Keep in mind; the Internet is a public domain. We do not guarantee the performance of any connection outside of the facility. The Knoxville Convention Center has no control over nor is it responsible for the external network performance once the network traffic leaves the Knoxville Convention Center network and is received by the ISP's POP router and beyond. **REMEMBER, ONE (1) PUBLIC OR PRIVATE TCP/IP ADDRESS MUST BE ORDERED FOR EACH MACHINE TO BE CONNECTED TO THE INTERNET. NO ROUTER, DHCP SERVERS, NAT SERVERS, PROXY SERVERS, STREAMING APPLICATIONS OR VOIP ARE ALLOWED WITH ANY OF OUR SERVICES. IF YOU REQUIRE ANY OF THESE SERVICES, WE WILL ACCOMMODATE YOUR REQUEST WITH A WRITTEN QUOTATION. NO WIRELESS DEVICES ARE ALLOWED ON THE NETWORK WITHOUT SHOWNETS PRIOR WRITTEN CONSENT. IF YOU REQUIRE YOUR OWN WIRELESS NETWORK WITHIN YOUR LOCATION, WE WILL REVIEW YOUR REQUEST AND FOLLOW UP WITH A WRITTEN QUOTATION IF APPROPRIATE.** Cancellation Policy Knoxville Convention Center must be notified in writing two (2) weeks prior to show date to cancel an Internet Access Order. The cancellation fee is \$200.00. Orders placed inside 2 weeks of the show cannot be canceled and are non-refundable.

All users of internet/network services whether wired or wireless throughout this or any ASM facilities are responsible for their own data security. No provision is made by this facility or ASM to ensure PCI DSS compliance for a provided connection. Internet access should be treated as an open, public network. Neither ASM nor this facility is responsible for damages resulting from failure to follow appropriate PCI DSS procedures. Usage of provided internet/network services constitutes acceptance of these stipulations.

This form needs to be filled out and turned into your Event Manager 14 days prior to show date to receive advanced pricing. Contact your Event Manager to order on site.

To avoid additional labor charges, your order is not complete until you include a diagram of your booth/meeting room space indicating your drop location(s). There will be additional labor charges for moving any hardwire internet lines.

If you are on-site working with the KCC/SMG staff, completing this form with signature will be accepted.

Master Billing Request for Show Management ONLY
(Must have prior agreement with Knoxville Convention Center)

Customer Acceptance of Information and Conditions (see above).

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Customer - Print Authorized Name

Customer - Authorized Signature

Date

**DO NOT EMAIL YOUR CREDIT CARD INFORMATION TO THE KNOXVILLE CONVENTION CENTER
CHARGES WILL BE ADDED TO FINAL EVENT BILL.**