



SERVICE ORDER FORM

- ◆ Telecommunications
- ◆ Internet
- ◆ Networking

Mail to: CCPI
 800 Convention Place
 Seattle, WA 98101
On-Line: www.ccpi.net/kec
Fax to: (206) 505-5498
Phone: 800-453-5419

Name of Event: _____ Dates of Event: _____ Booth/Room #(s): _____
 Exhibiting Firm Name: _____ Ordered By: _____
 Address: _____ City, State, Zip: _____
 Telephone #: (____) _____ Fax #: (____) _____ E-mail Address: _____

FOR DISCOUNT RATE ORDER MUST BE RECEIVED WITH PAYMENT 14 DAYS PRIOR TO THE EVENT MOVE-IN DATE

A.	TELEPHONE SERVICES	QTY.	DISCOUNT	STANDARD	TOTAL
1.	Standard Voice Line - Includes line with telephone. For voice communication only, NOT FOR LAPTOP OR PC COMPUTER MODEM CONNECTIONS.		\$225	\$275	
2.	Analog Line (Credit Card/Fax) – Includes line with jack. You provide your own connection equipment.		\$225	\$275	
3.	Do you want to call Long Distance? (Please circle one) Yes No (LD will be billed to the authorized credit card below, at the close of the event.)		**	**	
4.	Optional Telephone Services – Video Conferencing, Multi-Line Phones, Conference Speakerphone, Voice Mail, Call Waiting, Extensions, Rollovers		Call for Prices	Call for Prices	
5.	ISDN Line (Does <i>not</i> include connection equipment. LD charges will be billed to the authorized credit card below after the close of the event.)		\$595	\$695	
B.	INTERNET ACCESS SERVICES (Includes: 1 cable drop with 10/100 Base T Shared Ethernet & RJ45 jack or 1 analog phone line w/RJ11 jack to your booth or room, 1 computer connection, technical support)	QTY.	DISCOUNT	STANDARD	TOTAL
1.	Shared T1 (1.5Mbps) Ethernet Service with 1 Computer Connection		\$995	\$1095	
2.	Shared 512 Kbps Ethernet Service with 1 Computer Connection		\$795	\$895	
3.	Shared 256Kbps Ethernet Service with 1 Computer Connection		\$695	\$825	
4.	Shared 56Kbps Ethernet Service with 1 Computer Connection		\$450	\$550	
5.	Each Additional Shared Ethernet Computer Connection		\$125	\$195	
6.	Dedicated Ethernet Service (Scalable from 56Kbps to Full T1 – (Call for Options)		Call for Prices	Call for Prices	
C	WIRELESS SHARED ETHERNET SERVICE (256Kbps)) One (1) computer connection. Includes on-site technical support. (Available throughout the KEC.)		\$595	\$595	
D.	MISCELLANEOUS SERVICES	QTY.	DISCOUNT	STANDARD	TOTAL
1.	Equipment Rental – PC's, Hubs, Routers, Switches, PCMCIA Cards, Faxes, etc.		Call for Prices	Call for Prices	
2.	Internal Networking – Room to room, per connection charge.		\$250	\$360	
3.	Misc. Labor, VLAN's, Technical Assistance, etc.		Call for Prices	Call for Prices	
			SUBTOTAL BEFORE SALES TAX \$		
KY. State Sales Tax applies to ALL exhibitors without a completed Tax Exempt Form			KENTUCKY SALES TAX 6% \$		
Payment must accompany order. Fax orders accepted with Credit Card.			TOTAL AMOUNT DUE (US DOLLARS) \$		
Payment Options _____ VISA _____ MC _____ AMEX _____ Company Check I authorize CCPI to bill my credit card for the charges listed above and any additional charges incurred, including any access or long distance service charges. Credit Card Number: _____ - _____ - _____ - _____ Card Expiration Date: ____ - ____ (Must be valid through last day of event) Card Holder (Please Print) _____ Authorized Signature _____			SERVICE PLACEMENT Service will be brought to the rear of the booth. Any variation must be marked on this diagram. Please attach a second page with additional placement information if necessary. (If island booth, please attach a drawing. _____ Island Booth _____ Standard Booth		REAR LEFT RIGHT AISLE
PLEASE COMPLETE SERVICE PLACEMENT DIAGRAM					

TERMS AND CONDITIONS

TELECOMMUNICATIONS - INTERNET – NETWORKING – MISC. DATA SERVICE ORDER FORM

PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY. BY PROVIDING AN AUTHORIZED SIGNATURE ON THE FRONT OF THIS SERVICE ORDER FORM OR CLICKING ON THE "PLACE ORDER" BUTTON ON THE ELECTRONIC SERVICE ORDER FORM, YOU ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS .

1. PROCESSING THE SERVICE ORDER FORM requires: **A.** Payment in US dollars for ALL services ordered. **B.** All information on the Service Order Form to be completed. Missing information will delay processing. **C.** Placement instructions for voice and data lines in your booth or room marked on the Service Order Form or a floor plan with desired locations provided. (Default placement is in rear of booths that are in rows, in the center of island booths, and in the front of meeting rooms.)

2. EQUIPMENT & SERVICE PROCEDURES: **A. Customer is responsible** for returning all equipment issued by or rented from CCPI in good condition. **B. Lost, stolen or damaged** equipment will be charged to the customer's authorized credit card at prevailing rates. **C. Clients requesting single** line telephone, dial-up Internet or ISDN service will receive a standard RJ-11 jack as a part of the contract pricing. Clients requesting wired; shared or dedicated Ethernet service will receive a standard RJ-45 jack as a part of the contract pricing. Clients requesting wireless internet services will receive a username and password that will enable them to access the network through the wireless access points. **D. Standard Voice Line** - standard voice grade line is provided. These lines are **not** for connection to computers. If it is determined that a client is connecting to the Internet through a Single-Line Phone connection, that client's authorized credit card will be charged the prevailing standard rate for the Internet Dedicated Dial-up Connection on the Service Order Form.. **E. All lines will be** restricted from "976", "900", and "10-10" dialing unless otherwise requested in writing and approved by CCPI. A charge will be made for this.

3. PAYMENTS AND REFUNDS: **A. Payment in full** is required before service can be connected. **B. The "Payment Options"** section on the Service Order Form must be completed on every service order. By providing an authorized signature on the front of this form or by clicking on the "Place Order" button on the electronic Service Order Form, you authorize CCPI to charge the amount due as pre-payment for services ordered, as well as any charges incurred for additional services ordered during the event, to the authorized credit card. **C. Long distance charges** (\$.50/min Domestic, \$3.00/min International) and charges for all toll calls made (i.e. Directory Assistance, 800 calls) and airtime (\$1.00 /min) for Nextel PCS phones will be billed at the close of the event by CCPI to the authorized credit card provided, and added to the client's invoice and statement. CCPI will provide a detailed listing of all calls made on the line at the client's request. CCPI is not responsible for loss of communication services caused by local and/or long distance carriers. **D. Refunds in full** will be granted (except on special order items*) if requested more than 10 days prior to the event start date. A \$100 charge per each telephone/data line and a \$250 charge per each Ethernet and/or ISDN line cancelled will apply when request for cancellation is made less than 10 days prior to the event start date. (*Specially ordered services must be paid for in full, including all installation fees, once the order is placed by CCPI. No refunds will be given.) **E. Services installed** but not used will not be refunded. **F. Customer service** issues must be reported to CCPI during the event. In order for a refund to be considered, all claims must be filed in writing with CCPI prior to the close of the event. **G.** There will be a \$50 fee for any returned checks. **H. There will be** a \$50 fee for all wire transfers. **I. A monthly service** charge of 1.5% will be added to invoices 30 days past due.

4. DIAL-UP INTERNET AND ISDN: **A. Service will be** delivered over a standard RJ11 jack. **B. All lines may** be restricted from "976, 900, 10-10" dialing unless otherwise requested in writing and approved by CCPI. A charge may apply for this. **C. Long distance** charges of \$.50/minute domestic and \$3.00/minute international, as well as charges for all toll calls made (Directory Assistance, 800 Calls, etc.) will be applied to the authorized credit card provided. **D. Telephone and long** distance service providers for services will be CCPI's selected provider(s). **E. Internet connectivity** through a Single-Line Phone connection is prohibited. If it is determined that a client is connecting to the Internet through a Single-Line Phone connection, that client's authorized credit card will be charged the prevailing standard rate for the Internet Dedicated Dial-up Connection on the Service Order Form.

5. CCPI INTERNET/DATA SERVICES RESPONSIBILITIES: **A. Service will be** delivered over a standard RJ45 jack or 802.11b/g wireless access points. **B. Wired service** is 10/100Mbps over a gigabit fiber-optic backbone. Wireless service is currently at 11Mbps over a gigabit fiber-optic backbone. **C. Customers will be** issued a user name and password or IP address for each connection purchased. **D. Due to the nature** of the Internet CCPI cannot guarantee any level of performance or accessibility beyond our gateway. The internet gateway has the capabilities to monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet network for all users. **E. The choice of the** Internet Service Provider (ISP is at the sole discretion of CCPI. If the customer requires that a specific vendor provide these services, arrangements must be made 12 (twelve) weeks prior to the move in date. **F. CCPI does not guarantee** the safety or security of equipment, software, or proprietary information connected to or carried over services installed by CCPI and/or its sub-contractors. **G. CCPI PROVIDES LIMITED FIREWALL SECURITY AND NO ANTI-VIRUS PROTECTION ON OUR NETWORK. CUSTOMER IS RESPONSIBLE FOR PROVIDING THEIR OWN FIREWALL SECURITY AND ANTI-VIRUS SOFTWARE.** As is consistent with other service providers, CCPI is not responsible in any way for damage to equipment or software, loss of proprietary information or network delays or interruptions caused by unauthorized security breaches or intrusions. **CUSTOMER SHALL BE HELD LIABLE FOR ANY DAMAGES TO EQUIPMENT, SOFTWARE, OR PROPRIETARY INFORMATION, OR ANY DAMAGES DUE TO NETWORK DELAYS, INTERRUPTIONS, TROUBLESHOOTING AND/OR REPAIR IF THE ORIGIN OF A SECURITY BREACH OR INTRUSION IS DETERMINED TO HAVE ORIGINATED FROM THEIR DEVICE. IT IS MANDATORY THAT EVERY CUSTOMER TAKE PROPER SECURITY MEASURES TO PROTECT THEIR OWN EQUIPMENT AND SOFTWARE, AND IT IS REQUIRED THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE CCPI NETWORK.** **H. INTERNET SERVICE PROVIDERS (ISP'S)** for Internet services will be CCPI's selected provider(s).

6. CUSTOMER INTERNET/DATA RESPONSIBILITIES: **A. CCPI REQUIRES THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE CCPI NETWORK.** **B. AT NO TIME** shall a client power up any wireless device not provided by CCPI without prior written authorization from CCPI. **C. At no time**, while connected to the CCPI network shall the client use/run their own DHCP server without prior written authorization from CCPI. **D. Customer must** provide a list of all required connections, containing exact location (exhibit booth number, meeting room number, etc.) and type of device being connected (switch, router, hub, PC, etc.) **E. Any customer device** that is determined to be causing interference with the normal operation of the CCPI network must, at CCPI's request, be immediately disabled or disconnected from the network. **F. Customer must** provide all equipment for wired Ethernet properly configured and equipped for a standard Ethernet adapter card rated for 10/100Mbps, RJ45 connection. **G. Internet client** has full, unrestricted access to the Internet. Matters considered improper, offensive, or even unlawful by groups or individuals are not the responsibility of the Internet Service Provider(s) and/or CCPI and/or the site. **H. Customer** is responsible for the proper configuration of equipment and software for the Internet and Ethernet communications. **I. Customer** is responsible for all services outside of basic Internet connectivity, including e-mail services, ftp services, web services, etc.

7. CCPI'S OBLIGATIONS UNDER this Agreement are subject to, and CCPI and/or it's subcontractors shall not be liable for delays, failure to perform, or destruction or malfunction of the equipment and services, or any consequences of the above, caused, occasioned or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failure, explosions, civic disturbances, government regulatory requirements, acts of God or public enemy, war, military or government requisition, shortages of equipment or supplies, unavailability of transportation, acts or omissions of anyone other than CCPI, it's representatives, agents, subcontractors or employees, or any other cause beyond CCPI's reasonable control. In no event shall CCPI be liable to the customer or to any other party for special, collateral, exemplary, indirect, incidental, or consequential damages. Such excluded damages include, but are not limited to loss of profits, loss of use or interruption of business, or other consequential or indirect economic loss.

8. COMMUNICATION SERVICES ARE TO BE ordered by each customer separately, and are not to be shared with other customers. Any customer sharing communication services without written authorization from CCPI shall be charged for that service at standard rates on a complete second Service Order Form. All additional charges will be billed to the authorized credit card at the close of the event.

9. ONLY CCPI PERSONNEL are authorized to modify system wiring or cabling. All material and equipment furnished for this service contract shall remain property of CCPI.

10. ALL CUSTOMER EQUIPMENT must comply with FCC regulations. CCPI reserves the right to limit use of outside communication devices, including wireless devices.

Order On-line at: www.ccpinet/kec

CONVENTION COMMUNICATION PROVISIONERS, INC.

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Exclusive Telecommunication and Internet Services Provider at the Kentucky Exposition Center