

DON'T MISS OUT ON THE DISCOUNT RATE, ORDER EARLY! www.mtccc.com/order

# Wired Internet Access Form

SHOW:		SHOW DATES:		
CONTACT NAME:		BOOTH #:		
COMPANY NAME:				
ADDRESS:		CITY:		
PROVINCE / STATE:		EMAIL:		
POSTAL CODE / ZIP:	PHONE #:	FAX #:		
CREDIT CARD #:	EXP. DATE:	/NAME ON CARD:		
		PRESS on to charge your credit card for any additional amou	ints incurred	
-			ints incurred.	
		ices ordered must be provided with order. ans will be installed at back centre of booth.		
		ers and access points on the MTCC Network is strict	tly prohibited.	
		e immediate termination of services ordered.		
	nternet Access	Wired Internet access includes one Cat5 cable instal	lled in the clients	
	HST (Two Devices)	booth and includes access for two devices:		
Advanced rate "Early Bird" discount – \$795  Early Bird rate ends 14 days prior to event moving into the building / contracted space and is <u>not</u> specific to exhibitors move-in.		# Required		
\$150 + 13% HST (Additional Wired Devices)		Additional devices (one IP address needed per device):  # Required		
There is no advanced rate for Additional Devices			٠)٠	
Client is responsible for supplying and running any additional cables to provide multiple connections			<del>=).</del>	
Fully qualified Public IPs available upon request.				
	ve administrative rights to all devices that will ected to the network			
on a single connected network.	Service is to be ordered when wired and	stalled in booth and up to 10 wired or wireless devices wireless devices need to communicate. Client is eles to provide multiple wired connections.		
Equip	mont Dontal	10/100mb 16 Port Switch \$65.00 ea. +13% HST	# Required:	
Equipment Rental		Data Cable (50 foot) \$20.00 ea. +13% HST	# Required:	
Please indicate any special s	services required:			
		nove-in.  h. The customer must provide or rent a hub or switch and  or services installed and not used during an event (no exc		
There are no refunds for orders Prices are based on current rate	tes and are subject to change without noti unless submitted by customer prior to the	ice.		

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## Internet Services Terms and Conditions

#### 1. Payment Terms:

- Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than fourteen (14) days for Internet Network Services **PRIOR** to the show / event move-in.
- Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and / or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
- · Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
- Refunds for overpayment will be processed by the MTCC Accounting Department 15-30 days after the show closing date.
- 2. Prices are subject to change without notice.
- 3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s) / equipment, PRIOR to installation.
- 4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED**IN BOOTH.
- 5. All claims / disputes must be brought to the attention of the Technology Services Department PRIOR to the move-out of the show / event. Refunds will not be issued for defective services not reported. NO EXCEPTIONS.
- 6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware / software / set-up / configuration and / or special placement of communications service(s).
- 7. Notification of cancellation must be received a minimum of seven (7) days PRIOR to show / event scheduled opening date.
- 8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show / event scheduled opening date.
- 9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.
- 10. Internet Network service(s) is contracted for actual show days only. Internet Network service(s) will be disconnected on the last day of the show / event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
- 11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.
- 12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone / data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the Technology Services Department. Additional fees will apply to extend service(s) to booth.
- 13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed ONLY by MTCC Personnel.
- 14. Any equipment that is found to be causing disruptions to any part of the MTCC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
- 15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
- 16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
- 17. All devices that are used on the network for Internet Access shall require either a wireless code, IP address, or per device fee that is assigned by the MTCC Technology Services Department.
- 18. The MTCC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the Standard High Speed Internet Connection. Installation of such devices will result in the immediate termination of services ordered without refund.
- 19. Due to the dynamic nature of the Internet, the MTCC cannot guarantee any level of performance or accessibility beyond our gateway. The MTCC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.

### 20. Wireless Services

- · Wireless / System performance, battery life and functionality may vary depending on your specific hardware and software configurations.
- · Wireless Access Points are strictly prohibited unless authorized by the Metro Toronto Convention Centre.
- Client must provide their own 5 Ghz 802.11 a/n or ac.
- Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires using 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
- The MTCC requires that clients have administrative rights to all devices that will be connected to the network.
- Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
- · Use of routers is not permitted without permission from the Telecommunication Department.
- Do not activate hotspots from personal devices as this adds to general interference in the area.
- 21. Internet service requirements / client responsibilities It is the responsibility of the client to provide the following:
  - Computers, workstations, etc.
  - · Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
  - Proper configuration of computer equipment for TCP/IP connection.
  - · Electrical services for your booth, room, or service location.
  - Up to date Virus Protection Software (i.e.: Norton or Mcafee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.
  - Internet services are provided without any warranties. The MTCC and its' Internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the Web will be free from worms, viruses, Trojan Horses, or other harmful malware. The MTCC shall have no liability whatsoever for claims, losses, actions, damages, suits, or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the MTCC hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmission. The service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of the MTCC. The MTCC provides the service on a "best effort" standard and does no guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic, or racist information, or malware of any kind.



## Wireless Internet Access Form

	s form, you have understood and agreed to the terms and conditions set out conditions will result in termination of ordered services without refund.	on page 3.		
SHOW:	SHOW DATES:			
CONTACT NAME:	BOOTH #:			
COMPANY NAME:				
ADDRESS:	CITY:	CITY:		
PROVINCE / STATE:	EMAIL:	EMAIL:		
POSTAL CODE / ZIP: PHONE #:	FAX #:	FAX #:		
CREDIT CARD #:E	EXP. DATE:/NAME ON CARD:			
CARD HOLDERS SIG.:	CARD HOLDER'S EMAIL:			
VISA MASTERCARD A				
For your convenience we will use this order form a	as authorization to charge your credit card for any additional amounts	incurred.		
	s, DHCP Servers, Nat Devices, or Proxy Servers on the MTCC Network ices will result in immediate termination of the services ordered.	are strictly		
	Odes)  Codes are transferable.  Wireless should not be ordered for devices that will be contained within an enclosed structure	in the 5 Ghz e a significant		
•	he Telecommunication Department			
Equipment Available for Purchas (if required and subject to available)	3 Onz Wireless Adapter \$75.00 ca. 11070 1101	Required:		
Please indicate any special services required:	·			
	ommenced, or services ordered are not used during an event (no exceptions otice. Claims will not be considered unless submitted by customer prior to the			

See reverse of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only						
Date Received:		Payment Received:	Payment by: Credit Card: Cheque #: PO#:			
Network:	Assignment:		Required services			

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- Refunds for overpayment will be processed by the MTCC Accounting Department 15-30 days after the show closing date.
- 2. Prices are subject to change without notice.
- 3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s) / equipment, PRIOR to installation.
- 4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED**IN BOOTH.
- 5. All claims / disputes must be brought to the attention of the Technology Services Department PRIOR to the move-out of the show / event. Refunds will not be issued for defective services not reported. NO EXCEPTIONS.
- 6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware / software / set-up / configuration and / or special placement of communications service(s).
- 7. Notification of cancellation must be received a minimum of seven (7) days PRIOR to show / event scheduled opening date.
- 8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show / event scheduled opening date.
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- 11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.
- 12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone / data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the Technology Services Department. Additional fees will apply to extend service(s) to booth.
- 13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed ONLY by MTCC Personnel.
- 14. Any equipment that is found to be causing disruptions to any part of the MTCC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
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  - Computers, workstations, etc.
  - · Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
  - Proper configuration of computer equipment for TCP/IP connection.
  - · Electrical services for your booth, room, or service location.
  - Up to date Virus Protection Software (i.e.: Norton or Mcafee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.
  - Internet services are provided without any warranties. The MTCC and its' Internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the Web will be free from worms, viruses, Trojan Horses, or other harmful malware. The MTCC shall have no liability whatsoever for claims, losses, actions, damages, suits, or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the MTCC hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmission. The service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of the MTCC. The MTCC provides the service on a "best effort" standard and does no guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic, or racist information, or malware of any kind.





# Telecommunication Services Order Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 2. Failure to comply with the terms and conditions will result in termination of ordered services without refund.							
SHOW:		SHOW DATES:					
POSTAL CODE / ZIP:	PHONE #:	FAX #:					
	EXP. DATE:						
	"						
For your convenience	we will use this order form as authorizatio Please retain a copy of your order form a	on to charge your credit card for ar s credit card receipts will not be p	ny additional amounts incurred. rovided.				
neighbouring booth numbe ensure accurate placemen move-in date, our services then responsible for the pla	imate location of service placement within the lears. If available, please attach additional document of services. If no location is provided within 2 will be placed in the most convenient location acement of services. A charge of 20% of the state for any changes, moves or cancellations 7 day	entation / floor plans to days before the show and the customer is andard rate will be ap-	BACK  LEFT RIGHT  FRONT				
	Basic Analog Telephone Service - Dial "7" for an outside line Basic Analog service is suitable for Telephone, Fax, Modem or Credit Card/Debit Authorization Machines						
	\$225.00 +	13% HST					
Advanced rate "Early Bird" discount – \$200.00 "Early Bird" rate ends 14 days prior to event moving into the building / contracted space and is not specific to exhibitors move-in.							
# Required (Cred	# Required Long Distance Allowed Local Calling Only  # Required (Credit Card # or \$500 deposit required per line)						
	Please enter quantity in box for any equ	uipment for special services you	require				
E	Equipment Rental		Services				
Basic Telephone H	landset \$15.00 + 13% HST	Voice Mail Box	\$20.00 + 13% HST				
Handsfree Telepho	one \$60.00 + 13% HST	Basic Line Features i.e H	unting \$20.00 + 13% HST				
Polycom Conference	ce Unit \$160.00 + 13% HST	Jack Extension - Same Nu	ımber \$100.00 + 13% HST				
Basic Analog Telephone Service Local Calling Only can be used for 1-800 numbers and Calling Cards. Lost or Damaged Equipment is subject to replacement or repair charges. All Long distance calls and other Telco services including directory assistance will be charged at the prevailing rate plus handling. There are no refunds for orders canceled after show has commenced. There are no refunds for services installed and not used during an event (no exceptions). Prices are based on current rates and are subject to change without notice. Claims will not be considered unless filed by customer prior to end of show.  See reverse of this form for full list of terms and conditions							
Metro Toronto Convention Centre Use Only							
Date Received:	Payment Received:	Payment by: Credit Card: Chec	que #: PO#:				
Phone Number:	Assignment:	Required services					

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## Telecommunication Services Terms and Conditions

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  balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and/
  or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. NO
  EXCEPTIONS.
- · Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
- · Refunds for overpayment will be processed by the MTCC's Accounting Department 15-30 days after the show's closing date.
- · Order form prices do not include Local Taxes. Taxes will be included on the final bill.
- 2. Prices are subject to change without notice.
- 3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s)/equipment, PRIOR to installation.
- 4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
- All claims/disputes must be brought to the attention of the Technology Services Department <u>PRIOR</u> to the move-out of the show/ event. Refunds will not be issued for defective services not reported. NO EXCEPTIONS.
- 6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).
- Notification of cancellation must be in writing and received a minimum of seven (7) days <u>PRIOR</u> to show/event scheduled opening date.
- 8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show/event scheduled opening date.
- 9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the
- 10. Telephone service is contracted for actual show days only. Telephone Service(s) will be disconnected on the last day of the show/ event, within one (1) hour after the official closing time. Please inform the MTCC Technology Services Department of any special requirement(s).
- 11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.
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- 13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed ONLY by MTCC Personnel.
- 14. Any equipment that is found to be causing disruptions to any part of the MTCC's infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
- 15. Long Distance, Directory Assistance and Toll Free Calling:
  - The Exhibitor is responsible for all long distance, directory assistance and operator assisted calls that are charged against the assigned telephone number(s).
  - · A surcharge of 20% will be added for all charges that are incurred on your assigned phone number(s).
  - Basic Analog Lines with local calling only can be used for the dialing of local calls, "1-800" calls, directory assistance and calling card calls. All other "1+" or "0+" dialed calls on these lines are restricted.

Should you have any questions please call the Technology Services Department at (416) 585-3596.