



Convention Communication Provisioners, Inc.



Washington State
Convention & Trade Center

SERVICE ORDER

- Telecommunications
- Internet
- Networking

Mail to: CCPI
800 Convention Place
Seattle, WA 98101
On-Line: www.ccpi.net/wsctc
Fax to: (206) 505-5498
Phone: (888) 381-8924

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

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

A.	TELEPHONE SERVICES (Must dial 9 then the number)	QTY.	DISCOUNT	STANDARD	TOTAL
1.	Standard Voice Line - Includes line with telephone. For voice communication only, NOT FOR LAPTOP OR PC COMPUTERS. (Dial "9" required.)		\$225	\$275	
2.	Credit Card/Fax Line - Includes line with jack. (NO dial "9" is standard.) Circle if Phone set is requested Circle if Dial "9" is requested		\$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, Speakerphone, Voice Mail, and Call Waiting. (Call for Pricing.)		888-381-8924	888-381-8924	
5.	ISDN Line (Does not include connection equipment.)		\$595	\$695	
B.	INTERNET ACCESS SERVICES (Includes 1 line w/RJ11 jack, or cable drop with 10/100 Base T Shared Ethernet & RJ45 jack to your booth or room, 1 computer connection and technical support.)	QTY.	DISCOUNT	STANDARD	TOTAL
1.	Shared T1 Ethernet Service with 1 Computer Connection		\$895	\$1095	
2.	Shared 512Kbps Ethernet Service with 1 Computer Connection		\$745	\$895	
3.	Shared 56Kbps Ethernet Service with 1 Computer Connection		\$395	\$495	
4.	Dedicated Ethernet Service (Scalable from 56Kbps to Full T1 - Call for Options and Pricing.)		888-381-8924	888-381-8924	
5.	Each Additional Ethernet Computer Connection		\$125	\$195	
6.	Internet Dial-Up Line (Up to 56Kbps) with 1 Computer Connection		\$395	\$495	
C.	MISCELLANEOUS SERVICES	QTY.	DISCOUNT	STANDARD	TOTAL
1.	Equipment Rental - PC's, Routers, Switches, Cyber Cafes, etc. (Call for Pricing.)		888-381-8924	888-381-8924	
2.	Internal Networking - Room to room, per connection charge.		\$250	\$360	
3.	Misc. Labor, VLAN's, DHCP Services, Technical Assistance, etc. (Call for Pricing.)		888-381-8924	888-381-8924	
		SUBTOTAL BEFORE SALES TAX		\$	
WA State Sales Tax applies to ALL exhibitors without a completed Tax Exempt Form (PER RCW 82.04.070)		WASHINGTON STATE SALES TAX 8.8%		\$	
		TOTAL AMOUNT DUE (US DOLLARS)		\$	
PAYMENT OPTIONS					
Visa MC Amex Company Check Other		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.		REAR	
I authorize CCPI to bill my credit card for the charges listed above and any additional charges incurred, including any long distance service changes. Credit Card Number: _____ Card Expiration Date: _____ (Must be valid through last day of event) Card Holder (Please Print) _____				LEFT RIGHT	
Authorized Signature _____				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 its 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, its 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.ccpi.net/wsctc

CONVENTION COMMUNICATION PROVISIONERS, INC.

800 CONVENTION PLACE, SEATTLE, WA 98101 PHONE: 888-831-8924 FAX: 206-505-5498 E-MAIL: wsctcinfo@ccpi.net

Exclusive Telecommunications and Internet Service Provider at the Washington State Convention & Trade Center