

**Terms and Conditions**

*** PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY.
BY PROVIDING AN AUTHORIZED SIGNATURE ON THE FRONT OF THIS 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 completed on the Service Order form (missing information will delay processing). **C.** Default placement of cabling is in rear of booths that are in rows, in the center of island booths, and in the front of meeting rooms. For special placement of voice and data lines in your booth or room, fax a floor plan with desired locations provided and include a 1 hour labor charge.
2. **EQUIPMENT PROCEDURES:** Customer is responsible for returning all equipment issued by or rented from MCC/TEG in good condition to The Expo Group Service Desk. Customer is responsible for all lost, stolen or damaged equipment.
3. **UNLESS OTHERWISE DIRECTED,** Music City Center staff are authorized to cut floor coverings to permit installation of service. Obstructions blocking utility floor boxes are subject to relocation as necessary.
4. **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, you authorize MCC/TEG to charge the amount due as pre-payment for services ordered, as well as may be charged incurred for additional services ordered during the event, to the authorized credit card. **C.** 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 cancelled will apply when request for cancellation is made less than ten (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 MCC/TEG, no refunds will be given.)** **D.** Services installed but not used will not be refunded. **E.** Customer service issues must be reported to MCC/TEG prior to the close of show. In order for a refund to be considered, all claims must be filed in writing with MCC/TEG prior to the close of the event. **F.** Internet speeds are not guaranteed. **G.** Power must be ordered separately. Price does NOT include power.
5. **ADVANCE ORDERS:** To receive the advance rate, advance orders must be received by April 8, 2024 and correct payment must accompany the order. Advance Orders shall receive priority service.
6. **VOIP TELEPHONE:** **A.** Service will be delivered over a standard ethernet cable (RJ45). **B.** All lines will be restricted from "976, 900, 10-10" dialing unless otherwise requested in writing and approved by MCC/TEG. A charge may apply for this. **C.** Charges for all toll calls made (Directory Assistance, etc.) will be applied to the authorized credit card provided. **D.** Local and long distance telephone service providers for voice services will be MCC/TEG's selected provider(s). **E.** Power must be ordered separately if needed. Price does NOT include power.
7. **MCC/TEG INTERNET/DATA SERVICES:** **A.** Service will be delivered over a standard RJ45 jack. **B.** Wired service is 10/100/1000Mbps over a 20Gb fiber-optic backbone. **C.** Due to the nature of the Internet, MCC/TEG cannot guarantee any level of performance or accessibility beyond our gateway. The MCC/TEG has the capability to monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet network for all users. **D.** The choice of the Internet Service Provider (ISP) is at the sole discretion of MCC/TEG. If the customer requires that a specific vendor provide these services, arrangements must be made 12 (twelve) weeks prior to the move in date. **E.** MCC/TEG does not guarantee the safety or security of equipment, software, or proprietary information connected to or carried over services installed by MCC/TEG and/or its sub-contractors. **F.** Internet speeds are not guaranteed. **G.** Power must be ordered separately. Price does NOT include power.
8. **MCC/TEG 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, MCC/TEG 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 MAY 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. MCC/TEG STRONGLY ADVISES EVERY CUSTOMER TO TAKE PROPER SECURITY MEASURES TO PROTECT THEIR OWN EQUIPMENT AND SOFTWARE.
9. **CUSTOMER INTERNET/DATA RESPONSIBILITIES:** **A.** MCC/TEG REQUIRES THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE MCC/TEG NETWORK. **B.** AT NO TIME will a client power up any wireless device not provided by MCC/TEG without prior authorization. **C.** At no time, while connected to the MCC/TEG network will the client use/run their own DHCP server. **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 MCC/TEG network must, at MCC/TEG's request, be immediately disabled or disconnected from the network. **F.** Customer must provide equipment that is properly configured and equipped with either a Wi-Fi adapter card or an Ethernet adapter card rated for 10/100/1000 Mbps with an RJ45 connection.



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10. **INTERNET USER/CUSTOMER RESPONSIBILITY:** **A.** Internet user 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 MCC/TEG. **B.** Customer is responsible for the proper configuration of customer provided equipment and software for Internet services, etc. Customer is responsible for all services outside of basic Internet connectivity including e-mail, VPN, FTP, web services, etc.
11. **OTHER REQUIREMENTS** over and above what is listed on this form should be attached and returned to the Music City Center.
12. **MCC/TEG'S OBLIGATIONS UNDER** this Agreement are subject to limitations, and MCC/TEG 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, civil 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 MCC/TEG, it's representatives, agents, subcontractors or employees, or any other cause beyond MCC/TEG's reasonable control. In no event shall MCC/TEG 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 cons or carried over services installed.
13. **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 MCC/TEG 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.
14. **ONLY MCC/TEG PERSONNEL** are authorized to modify system wiring or cabling. All material and equipment furnished for this service contract shall remain property of MCC/TEG.
15. **ALL CUSTOMER EQUIPMENT** must comply with FCC regulations and be configured to operate with "dial 9" service. MCC/TEG reserves the right to limit use of outside communication.
16. **PRICES** are based upon current wage rates and are subject to change without notice. Rates quoted for all connections cover only bringing one service to the booth in the most convenient manner and do not include connecting customer owned equipment.
17. **PAYMENT AUTHORIZATION & FEES:** Your signature on this form authorize the MCC/TEG to charge the credit card provided for payment of services ordered on this form.

The Music City Center serves as its own, exclusive Telecommunications and Internet Service Provider.

Communi-
cations
And
Technology
Tips

1. Music City Center now offers free WiFi in all spaces. Connect your device to "MCC WiFi" and follow the online screen instructions. MCC offers free unsecure wireless in all areas of the building that is designed for typical web surfing and checking emails. If you need internet requiring guaranteed bandwidth for things like online demonstrations or streaming video we highly recommend wired internet connections.
2. Telephone, Dial Up Internet and ISDN services are delivered over a standard Ethernet cable (RJ45).
3. Internet and Data services are delivered over a standard RJ45.
4. Orders don't include power. Please order that separately if necessary.



Discount Deadline:
April 8, 2024

- Your order with full payment along with a floor plan indicating main service location and distribution points, if applicable, must be received by the discount deadline. Orders received after the deadline or without payment will be charged the Standard price and are subject to availability. Pricing for your Internet order is determined by the date when the floor plan is received.
- Linear booths requiring standard placement [back center of booth] do not require a floor plan.
- Internet Floor Plans received by The Expo Group less than 5 business day prior to the first day of exhibitor move in will be subject to an additional \$300.00 floor plan expedite fee. This is in addition to Standard Pricing for internet service.
- 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 in full, including all installation fees, once order is placed by MCC/TEG/TEG. No refunds will be given.)

Order online at cyberservices.theexpogroup.com

Wired Access				
Internet Services	Qty	Advance Rate	Floor Order	Amount
SHARED INTERNET PACKAGE Shared bandwidth up to 10 Mbps Required for Cyber Cafe (wired)/ Social Media Feeds/Multimedia Downloads/Uploads **NO WIRELESS or WIRED ROUTERS**		\$ 1,058.85	\$ 1,512.64	\$
Additional Devices for Shared Internet Service		\$ 176.50	\$ 252.14	\$
WIRED PLATINUM INTERNET PACKAGE Connection speeds from 3-10 Mbps or more Required for: Audio/Visual HD streaming/Interactive Presentation/ Demonstration/Accessing Remote Resources/Web Casting **WIRELESS ROUTERS/SWITCHES ALLOWED**				
Dedicated Internet Service (3 Mbps)		\$ 3,558.85	\$ 5,084.07	\$
Dedicated Internet Service (6 Mbps)		\$ 5,823.55	\$ 8,319.36	\$
Dedicated Internet Service (10 Mbps)		\$ 7,943.55	\$ 11,347.93	\$
Additional Devices for Platinum Service		\$ 176.50	\$ 252.14	\$
Additional Services				
Fiber Optic Cable Dry Pair		\$ 941.20	\$ 1,344.57	\$
VLAN Setup and Configuration		\$ 2,941.20	\$ 4,201.71	\$
Tech Support/Labor (per hour)		\$ 82.40	\$ 117.71	\$

ADDITIONAL INFORMATION

An Internet floor plan must be provided with this order. See Internet Service Location form.

- Attached
- To Follow (*Must be received by Disc. Deadline for Advance Rate*)
- Standard Location

CALCULATING YOUR TOTAL

Subtotal	_____
Sales Tax (9.25%) & CBID Fee (0.50%) = 9.75%	_____
Late Floorplan Fee (received after 4/30/24)	\$300.00
TOTAL	_____

Exhibiting Company: _____ Booth Number: _____
 Print Name: _____ Date: _____
 Email Address: _____ Phone Number: _____



Return this information sheet with the Internet Service order form.

Please provide the location of the Internet connection on your equipment (include dimensions), assign location numbers and describe the service requested.

Booth Size: _____ x _____

Adjacent Booth # _____

Adjacent Booth # _____

Adjacent Booth # _____

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Adjacent Booth # _____

Exhibiting Company: _____
 Print Name: _____
 Email Address: _____

Booth Number: _____
 Date: _____
 Phone Number: _____