



PACK EXPO East
March 18-20, 2024
Pennsylvania Convention Center
Philadelphia, PA

Internet Terms and Conditions

**Discount Deadline:
February 12, 2024**

1. INSTRUCTION FOR COMPLETING ORDER FORM

- A. Order must be typed or clearly printed; illegible forms will delay processing.
- B. Services requested at location other than back of booth must include floor plan.
- C. For services and equipment not listed on the service order form, please contact your Customer Service Manager at 972-751-9400 or PES.Service@packexposervices.com.

2. EXPLANATION OF SERVICE

- A. Rates shown for services are for the duration of event and includes installation to exhibitor booth in the most convenient manner, in most cases to the back center of an in-line booth or perimeter of island and peninsula booths. All services originate from the floor unless otherwise noted or requested.
- B. Advance orders will be installed based on the schedule determined by the General Service Contractor and/or Show Management. On site orders will be processed in the order that they are received at the Exhibitor Services Desk.

3. RULES & REGULATIONS FOR INTERNET SERVICE

- A. Services provided **may not be** shared by multiple exhibits.
- B. All materials and equipment furnished by Pennsylvania Convention Center and/or its sub-contractors shall remain the property of Pennsylvania Convention Center and/or its sub-contractors.
- C. Pennsylvania Convention Center and its sub-contractors are authorized to cut floor coverings to gain access to utility floor ports should this be required during installation.
- D. The use of any wireless devices including, but not limited to, wireless routers and switches that interfere with the PCC wireless frequency is prohibited.
- E. The PCC does not guarantee the routing, throughput or performance expressed or implied of any data circuits with regards to Internet access, network backbones beyond any facility we service.
- F. The PCC will not supply security services such as firewalls etc. for any data circuit we provide. It is the responsibility of exhibitors or customers to provide such security measures.
- G. The PCC requires that all devices accessing the PCC Network have the latest virus scan software, windows security updates and any other precautions necessary to protect yourself and others from viruses, malicious programs, and other disruptive applications. Any device that adversely impacts PCC's network will be disconnected from the network with or without prior notice at PCC's discretion. Additional charges may apply for troubleshooting diagnosis and/or problem resolution.
- H. All Internet and equipment will be collected within 1 hour after close of show; exhibitors are responsible for loss or damage to PCC equipment until PCC staff receives said equipment.
- I. It is the responsibility of the client to provide the following:
 - **Standard 10BaseT Ethernet adapter (RJ 45 Interface) for each computer.**
 - Network Driver: TCP/IP
 - Proper configuration of computer equipment for TCP/IP connection.
 - Electrical service for your booth, room, or service location.



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4. PAYMENT TERMS & CONDITIONS

- A. **Full payment is due with service order.** Credit Card Pre-authorization for onsite charges is required when placing an order. Acceptable forms of payment are:
- Company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center (PCC)**
 - Accepted credit cards
- Service orders will not be processed without payment.** Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided. To pay by credit card, please upload your credit card [online](#).
- B. Advance rates will be applicable to service orders received by the deadline date noted on front of this form. Service orders received that date and on site will be billed at the standard rate.
- C. Third party billing is available upon request. Please contact your Customer Service Manager for approval.
- D. Outstanding balance for services will be automatically billed to the credit card on file.
- E. Credit will not be given for service installed and not used. Services canceled without 21 day prior written notice are subject to a cancellation fee of 25%.
- F. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- G. Cancellation of services must be received by PACK EXPO Services 21 days prior to the event.
- H. Claims regarding services provided by PCC/PACK EXPO Services will not be considered unless filed by customer issued prior to the close of show.
- I. **Refunds** of overpayments will be issued by submitting request to PCC Finance Department/PACK EXPO Services within 30 days of the close of final invoicing.
- J. For unpaid balances on **pre-approved** invoices, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month by law. The finance charge shall automatically be reduced to the maximum rate allowed. Any excess finance charge received by the PCC/PACK EXPO Services shall be applied to reduce the principal unpaid balance or refunded to the payer. This payment Terms & Conditions agreement shall be governed by and construed in accordance with the PACK EXPO Services Terms and Conditions
- K. International exhibitors are required to make 100% pre-payment for services. Payment may be made by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- L. For companies exempt from sales tax, PCC/PACK EXPO Services requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.

PLEASE NOTE:

- Higher bandwidth options are available. Please contact your Customer Service Manager at 972-751-9400 or PES.Service@packexposervices.com.
- Internet service originates at back of booth: please attach the booth floor plan if primary service is required in a location other than back of booth.
- Data cabling to multiple locations is installed by the event electricians; please contact your Customer Service Manager to order this labor.
- [CLICK HERE TO ORDER ONLINE](#)



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Internet Service

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- Your order, along with full payment and 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 telephone 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.
- Credit will not be given for service installed and not used. Services canceled without 21 day prior written notice are subject to a cancellation fee of 25%.

[Click here to order online.](#)

INTERNET SERVICE

(Internet upload and download speeds are the same and an IP address is required for each device connected to the internet)

Dedicated Public Internet Service

Dedicated Public Internet Service will accommodate internet functions such as: viewing streaming video, surfing the internet, viewing websites, and checking email. These services provide "real IP's", there are no blocked ports and they will support multiple users with VPN connections.

Service	Quantity	Advance Price	Standard Price	Total
Dedicated Public 9Mb – includes (10) IP addresses, can expand to (28) total IP addresses		\$9,900.00	\$11,142.90	
Dedicated Public 6Mb – includes (10) IP addresses, can expand to (28) total IP addresses		\$7,700.00	\$11,000.00	
Dedicated Public 3Mb – includes (6) IP addresses, can expand to (11) total IP addresses		\$4,675.00	\$ 6,678.60	
Dedicated Public 1.5Mb – includes (6) IP addresses, can expand to (11) total IP addresses		\$2,750.00	\$ 3,928.60	

Dedicated Private Internet Service

Private Internet Service will accommodate general internet functions such as: viewing streaming video, surfing the internet, viewing websites, and checking email. These services will not support multiple users with VPN connections.

Private 9Mb – includes (4) IP addresses		\$1,980.00	\$ 2,828.60	
Private 6Mb – includes (4) IP addresses		\$1,320.00	\$ 1,885.75	
Private 3Mb – includes (4) IP addresses		\$1,100.00	\$ 1,571.45	

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 _____
 8% Sales Tax _____
TOTAL _____

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

Booth Number: _____
 Date: _____
 Phone Number: _____

5931 Campus Circle Drive West, Irving, Texas 75063 | 972.751.9400 | PES.Service@packexposervices.com | packexpoeast.com



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**Internet
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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 # _____

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
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Adjacent Booth # _____

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

Booth Number: _____
 Date: _____
 Phone Number: _____