



PHOENIX CONVENTION CENTER

Telecommunications Customer Contract

Phone: 602-495-5689 – 1-800-282-4842

Fax 602-256-5643

100 N 3rd Street

Phoenix, AZ 85004

Event Name:		
Company Name:		
Street Address:		
City and State, Zip Code:		
Contact Name:		
Phone:	Fax:	Email Address:

Room/Booth-Number:	Install Date/Time:	Disconnect Date:
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TYPE OF SERVICE	ADVANCE RATE	ON-SITE RATE	QTY	TOTAL
Internet & Networking Services				
1. Ethernet Service (main connection)	\$800.00	\$1,000.00		
2. Additional connections Per Device (Must be in the same area as the main connection)	\$150.00	\$185.00		
** Will VPN access be required <input type="checkbox"/> Yes <input type="checkbox"/> No				
3. Wireless Internet Service (per connection)	\$450.00	\$600.00		
* If you are ordering wired Ethernet Service with additional connections you must order an Ethernet Switch to support the additional connections. Phoenix Convention Center does not allow outside equipment to be used.				
Internet & Networking Equipment:				
1. 4-Port Ethernet Switch	\$125.00	\$160.00		
2. 7-Port Ethernet Switch	\$140.00	\$175.00		
3. 15 Port Ethernet Switch	\$155.00	\$190.00		
4. 24-Port Ethernet Switch	\$175.00	\$210.00		
5. Patch Cable (up to 25')	\$25.00	\$40.00		
6. Patch Cable (up to 50')	\$50.00	\$65.00		
Telephone Services & Equipment				
1. Phone Line (No Phone, Local only)	\$240.00	\$270.00		
2. Phone Line Package (Local Only with Phone)	\$265.00	\$290.00		
3. Phone Line Package (No Phone with Long Distance)	\$265.00	\$305.00		
4. Phone Line Package (With Phone & Long Distance)	\$295.00	\$370.00		
A. Long Distance Access (Added After Initial Order – Per line)	\$35.00	\$50.00		
B. Basic Telephone Set	\$35.00	\$50.00		
C. Conference Phone/Speaker Phone/ Fax Machine	\$130.00	\$170.00		
5. Multi-Line Phone Set (4 Lines) Local Only	\$410.00	\$460.00		
6. Multi-Line Phone Set (4 Lines) Long Distance	\$480.00	\$515.00		
Miscellaneous Services				
1. Special Line Extension	\$350.00	\$450.00		
2. Line Relocation (Per Line Moved)		\$100.00		
3. Custom Network Programming	\$350.00	\$500.00		
4. Dark Fiber (Single Connection)	\$350.00	\$500.00		
5. Copper Patch (Single Connection)	\$100.00	\$200.00		
6. Distance Fee (for lines moved outside the Convention Center) Internet Lines (Per Line)		\$500		
7. Distance Fee – Phone Lines (Per Line)		\$100		
8. Additional Labor/Floor Work (see terms & Conditions)	\$85 Per ½ Hour (1/2 Hour Min)			
9. Basic Cable TV Connection	\$100.00 Per Connection			
GRAND TOTAL				

Advance rate applies to orders received **WITH PAYMENT** 14 days prior to the 1st day of show **MOVE IN**. Please contact us for additional available services.

Terms and Conditions / Payment Options

All PCC Telecommunications customer contract pages must be filled out, signed and returned with payment for order to be considered complete and ready for processing.

Advance price applies to orders received with payment 14 days prior to the 1st day of show move-in otherwise onsite rate applies. Late orders/changes received after show move-in will be installed after all other preorders are completed. We cannot guarantee service prior to show opening on floor orders. (Additional fees may apply).

Purchase Orders are not accepted as form of payment. Payment types are check, money order, cash, American Express, Discover, and MasterCard/Visa.

Under no circumstances shall anyone other than "house personnel" make service connections. Delivery of all data transmission lines ordered from an outside vendor will only be allowed to the Demarcation Room at the PCC complex. All extensions of outside vendor lines will be done by "house personnel" only at the current rate listed.

Customers outside vendor lines must be installed and working 2 days before show move-in. Customer must provide PCC Telecommunications with circuit numbers and provider's name on order form.

There will be a \$25.00 charge for all returned checks.

Cancellation- There is a minimum \$50.00 cancellation fee. Cancellations must be in writing. Credit will not be given for orders installed, or will not be given on installed services that are not utilized.

Claims will not be considered nor honored unless filed by client/exhibitor prior to close of show in writing. No credits will be issued after closing date of show.

Booth number(s), Meeting room number(s) must be identified on all order forms. To avoid additional charges floor plans are due 5 days prior to the 1st day of show move-in. (Additional fees may apply)

It is the customer's responsibility to notify Telecommunications regarding booth number/location changes prior to installations, additional fees may apply for changes.

All material and equipment furnished by the PCC for this service order shall remain the Convention Centers property. Customer will be fully responsible for the protection and safekeeping of all PCC equipment. Lost, stolen or damaged equipment will be charged to Customer.

Prices are based on current rates and are subject to change without notice. Only current order forms will be accepted for services requested. All customer contracts, rules or regulations forms from previous years will not be accepted. PCC Telecommunications forms are available at all times on the PCC website. It is the responsibility of the Exhibitor/Client to have the most current forms for services.

All equipment must comply with FCC regulations.

Any additional costs incurred by PCC Telecommunications to 1) assist in trouble diagnosis or problem resolution found not to be the fault of PCC Telecommunications or 2) collect information required to complete the installation that customer fails to provide (i.e. floor plans or special circuit numbers) may be billed to the customer at the prevailing labor rate.

If you **do not intend** to order telecommunications services during the event, we **DO NOT** require a credit card authorization form to be on file with the telecom office. Please do not fax in credit card information if no orders will be placed.

Signature _____ Date _____

Effective 04/26/2011

The phone number(s) assigned to the customer are for the duration of this event **only**. Service(s) cannot be moved or transferred to other events. **Our phone system is not programmed to dial “9”; we are a direct dial system only.**

Additional labor will be charged in ½ hour increments (minimum charge is ½ hour). Labor rate is \$85.00

Booth and Meeting room services are to be ordered by each exhibitor/client separately and are not to be shared with other exhibitors/clients.

The PCC Telecommunications will not be responsible for any cutting or altering of any floor coverings in order to bring communication services to a booth.

Internet Connections: Additional IP addresses / devices / connections are charged per room/booth. All Bandwidth usage will be charged as additional device connections per room / booth. No outside routers / switches / hubs will be permitted. All switching and wiring is to be provided by in-house personnel only. All connections are charged per device that connects to the network. Configuration of computers is solely the responsibility of the provider.

Wireless Internet: The wireless internet provided by Telecommunications uses WPA2 AES encryption. Equipment compatibility with this is encryption is solely the responsibility of the equipment provider.

Internet Performance Disclaimer: PCC Telecommunications does not guarantee the performance, routing, or throughput; either expressed or implied, of any data circuit(s) connectivity with regards to the internet and/or internet backbone(s) beyond the facility.

Internet Security Disclaimer: PCC Telecommunications does not provide security such as, but not limited to, firewalls, etc. for any data circuit(s) we provide. It is the sole responsibility of the Customer to provide any necessary security. Customer is agreeing to hold PCC Telecommunications; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.

Virus Protection Requirement: PCC Telecommunications requires that all devices directly or indirectly accessing PCC Telecommunications network have the latest virus scan software, Windows security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device(s) which adversely impacts PCC Telecommunications network(s) will be disconnected from the network(s) without prior notice at PCC Telecommunications sole discretion. The device(s) in question will remain disconnected from the network(s) until all issues are adequately resolved. Labor charges will apply for trouble diagnosis and/or problems resolution. No refund will be issued to any Customer(s) as the result of PCC Telecommunications actions to disconnect disruptive device(s).

Customer Device(s) Operating System: _____

Total # of Device(s): _____: Virus Scan Last Updated: _____

Security Updates Last Performed: _____ Type of Anti-Virus Software Installed: _____

With execution of this Customer contract the Customer hereby attests that Customer provided equipment, which will be connected PCC Telecommunications network(s) has been properly protected, contains anti-virus software, and the latest patches and security updates have been installed. Customer(s) also accepts the responsibility for the performance of Customer’s provided equipment. The Customer also acknowledges by signing this contract that additional charges may be incurred if Customer equipment is found to adversely impact PCC Telecommunications network(s) performance. The Customer understands that this contract is subject to change without notice.

Signature

Date

Printed Name

Title

LAYOUT REQUIRED TO PROCESS ORDER or YOU MAY PROVIDE YOUR OWN SCALED LAYOUT

IMPORTANT: Prior to installation of service, a complete floor plan is required. Please use this grid if you
 Do not have your own floor plan to send us. You may use a different floor plan for each service group
 (Internet, telephone etc.) Or combine all services on one floor plan. For a floor plan to be considered complete
 It **MUST** include all the information listed below. (Internet Connection, individual placement locations, etc.)

Company Name: _____ Booth / Room #: _____

	Adjacent Booth or Aisle # _____											
Adjacent Booth or Aisle # _____												Adjacent Booth or Aisle # _____
	Adjacent Booth or Aisle # _____											

I = Specify Location of Internet Services

T = Location for any and all Telephony Services and Equipment.

Orientation = The Booth or Aisle #'s surrounding your booth. A minimum of one surrounding Booth or Aisle #

Is required (two or more would be helpful) for PCC to accurately install your services.

Size = Booth dimensions (example 10x10) _____

Scale = 1 Box is equal to _____ ft.

Form of Payment: (payment is required in full on all orders when the order is placed)

*Complete attached credit card authorization form.



PHOENIX CONVENTION CENTER
PAYMENT AUTHORIZATION FORM

ONLY SEND IF YOU'RE ORDERING INTERNET OR
PHONE SERVICES

Event Name: Event # (office use only) Date(s) of Event:
Company Name:
Cardholder's Name as it appears on the card (please print): Phone:
Cardholder's Billing Address:
City: State: Zip:

Type of card (circle one): MasterCard VISA American Express Discover

Credit Card Number: Expiration Date:
Frequency of Payment: Per terms of Contract
Payment Amount: Variable (to correspond with invoice or order form)
Payment Starting Date: From time initial order is received Payment Ending Date: Close of show

I, _____, authorize the City of Phoenix, Phoenix
Convention Center
(Cardholder's name)
Department, to charge my credit/debit card for the above recurring payments.

Cardholder's Signature _____ Date

Below is a list of individuals I am authorizing to place orders for event expenses that will be
charged to my card.

Remit authorization form to:
City of Phoenix, Phoenix Convention Center Department
Attn: Telecom
Fax: (602)256-5643

Please note that any email sent to the Convention Center is subjected to a public information request.
Therefore in order to keep your sensitive information private it is the City's policy not to accept payment
card information via email.
You may also mail your completed form to 100 North Third Street Phoenix, Arizona 85004 Attn:
Fiscal Section