

Exhibitor Order Form



San Jose McEnery Convention Center (SJCC)
High Speed Internet Access Service Order Form

Contact information:

Team San Jose Technology Services:

Phone: 408-792-4188 Fax: 844-272-0992 or email: techservices@sanjose.org

Event Name: _____ Date: _____
 Company/Organization: _____ Booth/Room Location: _____
 Billing Contact: _____
 Phone Number: _____ Fax Number: _____
 Contact Address: _____
 Contact Email: _____

***Payment Methods:**

- Check:** Checks should be made payable to "Team San Jose" & sent to 408 Almaden Blvd, San Jose, CA 95110 Attention: Billing/Finance
- Website:**
- Credit Card:** Please follow this link submit your order to TechServices@SanJose.org. After receiving your order number and Event ID from Tech Services please contact Billy Wuepper @ wwuepper@sanjose.org and reference both the order number and Event ID to receive a PCI-compliant hyperlink for credit card payment.

Service Summary: The San Jose McEnery Convention Center has deployed a start-of-the-art wired and wireless network for servicing clients with industry leading technology. The Convention Center internet connectivity is powered by two redundant 10 gigabit internet connections from Hurricane Electric and Cogent Communications. Shared or dedicated bandwidth up to 1 gigabit is available for both wired and wireless connectivity. In addition, dedicated bandwidth is also available up to 10gbps.

~~PLEASE USE THE PLACEMENT DIAGRAM ON PAGE 3 TO AVOID ADDITIONAL CHARGES~~

Services Offered: ATTENTION – Incentive Pricing for 30 or more days before the first day of move-in.	Qty.	Incentive	Base	On-Site	Subtotal
Bronze – 5mbps download by 5mbps upload *SEE PAGE 2 FOR DETAILS BEFORE ORDERING		\$800	\$1000	\$1200	
Silver – 10mbps download by 10mbps upload *SEE PAGE 2 FOR DETAILS BEFORE ORDERING		\$1800	\$2500	\$3500	
Gold – 50mbps download by 50mbps upload *SEE PAGE 2 FOR DETAILS BEFORE ORDERING		\$3000	\$4000	\$5000	
Platinum – 1000mbps download by 1000mbps upload *SEE PAGE 2 FOR DETAILS BEFORE ORDERING		\$8000	\$9500	\$11000	
Public Static IP – Places you outside of our firewall		\$1000	\$1200	\$1400	
Additional Connections – Connections within 25 ft of primary connection		\$200	\$250	\$300	
Additional Bandwidth – Increments of 5mbps download by 5mbps upload		\$400	\$500	\$600	
Exhibitor Custom Wi-Fi – (10mbps upload by 10mbps download) SSID (Minimum 3 Characters): Password (Minimum 8 Characters):		\$2500	\$3000	\$3500	
Damaged Access Point, Switch, or Bridge		\$1000	\$1000	\$1000	
Conference Phone w/ VOIP Connection		\$900	\$900	\$900	
Analog Voice Line with 50 state dialing (Fax Capable)		\$350	\$350	\$350	
Hourly Service Charge		\$150	\$150	\$150	
Custom (Administrative Use Only):					
				Total:	

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Description of Services

Bronze – 5 mbps download by 5mbps upload – dedicated bandwidth

- Incentive Price: \$800
- Base Price: \$1000
- On-Site Price: \$1500
- No additional bandwidth allowed
- Requires additional device fee, 3 devices maximum, \$250.00 per cable run. On-site orders are \$500.00 per cable run.
- No Public IP allowed – routers and switches are prohibited – venue provides switches for additional connections
- This package is for one wired computer or wired device (dongles not provided).

Silver – 10 mbps download by 10mbps upload – dedicated bandwidth

- Incentive Pricing: \$1,800
- Base Price: \$2,500
- On-Site Price: \$3,500
- Additional bandwidth ALLOWED
- Requires additional device fee - \$200/additional device, \$250/cable run
- Routers PROHIBITED – venue provides switches for additional connections
- Public Static IP N/A
- This package is for one to seven wired computers or wired devices (dongles not provided)

Gold – 50 mbps download by 50mbps upload – dedicated bandwidth – Low Latency w/ Public IP Available

- Incentive Price: \$3,000
- Base Price: \$4,000
- On-Site Price: \$5,000
- Additional bandwidth ALLOWED
- Tech services will run cables inside of the booth @ \$250/cable run
- Public IP fee \$500
- No additional device limit
- Customer routers ALLOWED
- This package is for connecting to a customer router. Customer switches are permitted behind the customer router. The demarcation point of this connection is the handoff to the customer router.

Platinum – 1000mbps symmetrical – dedicated bandwidth – 1:1 NAT – LOW LATENCY

- Incentive Pricing: \$8,000
- Base Pricing: \$9,500
- On-Site Pricing: \$11,000
- No additional device fee, no limit for additional devices
- Public IP Upon Request @ no additional fee
- Customer routers allowed
- This package is for connecting to a customer router. Customer switches are permitted behind the customer router. The demarcation point of this connection is the handoff to the customer router.
- This package is a white glove service, there are no fees for any additional cable runs.

FLOOR PLAN FOR COMMUNICATIONS CABLING

Location: San Jose Convention Center

Company Name: _____

Show: _____

Booth / Room #: _____

Voice and Data Communications Cabling – SmartWAVE is the **exclusive installer** of Voice and Data Communications cabling. SmartWAVE provides cabling to booths, within booths (under carpet and flooring) and from booth to booth. Fiber optics, ethernet, coaxial, and all other data and communications cable fall under SmartWAVE’s area of expertise.

IMPORTANT! – Prior to installation of service a complete floorplan is required. Please utilize the below grid should you not have your own floorplan to send us. You may use a different floorplan for each service group (telephone, internet, etc.) or combine all services on one floorplan. For a floorplan to be considered complete it **must** include all of the information listed below (Main Distribution Location “MDL”, designated location of items within the booth, surrounding booths, scale length and width).

The diagram shows a 10x10 grid representing a booth floor plan. The grid is enclosed in a solid border. Four labels, each with a horizontal line pointing to the grid, are placed around the grid: 'Adjacent Booth or Aisle#' at the top center, 'Adjacent Booth or Aisle#' at the bottom center, 'Adjacent Booth or Aisle#' on the left side (vertical), and 'Adjacent Booth or Aisle#' on the right side (vertical).

X = Main Distribution Location (**MDL**) – The originating line(s) for service from a floor pocket, column, or other source, will be delivered to a **MDL** before being distributed within your booth. Example: Storage area, back of booth, etc. (unless specified, the default location for the **MDL** will be at the rear center of the booth). All distribution of services to their final destination will originate from the **MDL**. A per line move fee will apply to relocate services within your booth after they have already been engineered and/or installed.

T = Location of Telephone, Fax Lines, or other telecommunications equipment “**T**”.

I / H / PC / C = Location of primary internet service “**I**”, Hubs “**H**”, Patch Cables “**PC**” and/or Computers “**C**”. For SmartWAVE to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

Orientation = The booth or aisle #’s surrounding your booth. A minimum of one surrounding booth or aisle # is required (two or more preferred) for SmartWAVE to accurately install your services.

Size = Booth dimensions (example 10x10) _____, **Scale** = 1 box is equal to _____ ft.

Terms and Conditions

1. **All outside switches, hubs, wired/wireless routers, access points, and/or any other network distribution devices for which San Jose McEnery Convention Center (SJCC) directly or indirectly provides Internet/Network connectivity will fall under the billing scope of a “Premium Hardwire Connection”.**
2. Any changes in placement to connections will be accounted for as added connections.
3. Assistance required outside our hours of work will incur an hourly service charge.
4. Only SJCC personnel are authorized to modify system wiring or cabling. Material and equipment furnished by SJCC for this service contract shall remain the property of SJCC.
5. **Service problems** must be reported immediately. Service claims will not be considered unless filed in writing by Customer prior to close of the show.
6. The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes/Tax surcharges will be included on your final bill.
7. **Equipment Management:** The customer will be fully responsible for returning all rental equipment to the SJCC Tech Services Desk within one (1) hour following the close of the show.
8. **Cancellations** must be in writing. Some broadband services and special circuits cannot be cancelled once ordered. Charges will apply for orders that have already incurred.
9. **Tiered Pricing** – Orders must be placed 30 days before the first day of event to qualify for incentive pricing. All orders placed within the 30 day window will qualify for base pricing.
10. **Placement Diagrams:** **Failure to provide a placement diagram will result in the drop and/or drops being placed at the rear center of your booth. Additional cost of \$300.00 (equivalent to on-site Additional connection fee) per drop will be associated with moving each drop to the correct location.**

All Customer contracts and agreements are solely between San Jose McEnery Convention Center (SJCC) and the prospective Customer.

CUSTOMER ACCEPTANCE OF ALL SAN JOSE MCENERY CONVENTION CENTER TERMS AND CONDITIONS/ATTACHMENTS:

With execution of this document the Customer hereby authorizes SJCC to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions and Attachments contained herein & on the Website.

Print Authorized Name

Authorized Signature

Date