



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

Team San Jose Technology Services

Phone: 408-792-4188 · Fax: 844-272-0992 · Email: techservices@sanjose.org

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.

SJCC Tech Services – Description of Services	QTY	PRICE	TOTAL
Wi-Fi at the San Jose Convention Center – SSID: SJCC WiFi Wi-Fi is available to show management, exhibitors, and attendees throughout the convention center – rate-limited to 3mbps download by 1mbps upload with client isolation enabled for data security. There is no password or splash page authentication required. The daily fee of \$2500 applies to all Wi-Fi services.		\$2500/day	
Upgraded Custom Wireless (rate-limited wireless connection of 10mbps symmetrical) – Requires the daily fee listed above Includes one-time configuration of SSID, security, and/or other protocols – Special configurations, such as rate-limit changes, are available. Please inquire for additional pricing options. – SSID requires 3 characters minimum and password requires 8 characters minimum.		\$5,000	
Daily Bandwidth & Usage Wi-Fi Reports Basic reporting (usage and client count per SSID) at the end of the event is included with the cost of Wi-Fi. Daily/detailed reporting is available at a cost of \$300 per SSID/per day. Please inquire for more details. Daily bandwidth & usage reports are only available for		\$300/day	
The wired services listed below provide connectivity for three show days – Please contact us for pricing additional days.			
Basic Hardwire Connection (5mbps download by 5mbps upload) WiFi Routers, Switches, Hubs, etc. PROHIBITED – This service is designed for one computer ONLY – Bandwidth & Public Static IP N/A		\$800	
Standard Hardwire Connection (10mbps download by 10mbps upload) WiFi Routers, Switches, Hubs, etc. PROHIBITED – Additional Connections MUST be purchased – Public Static IP N/A		\$2800	
Registration Hardwire Connection (20mbps download by 20mbps upload) No maximum amount of additional connections for the main registration counter, requires reg Dry VLAN for drops away from main counter. Customer router REQUIRED at the demarcation of a registration connection. – Public Static IP available upon request		\$3000	
Premium, Streaming & Low Latency Hardwire Connection (50mbps download by 50mbps upload) Featuring 1:1 NAT or a Public Static IP for low latency applications – Public Static IP available upon request		\$4500	
Additional Connections – Available for Standard and Premium ONLY – Connections within 25 ft. of primary connection Maximum of 3 for Standard Hardwire, Maximum of 46 for Premium or Registration Connections		\$300	
Additional Bandwidth – Increments of 10mbps symmetrical Not available for Basic Hardwire Connections		\$400	
Public Static IP – Cost Is Per IP		\$500	
Damaged, Lost, or Stolen Access Point, Switch, or Bridge		\$1000	
Conference Phone w/ VOIP Connection International calls are available upon request and will be charged to client		\$900	
Analog Voice Line with 50 state dialing – Fax Capable		\$350	
Hotel WiFi – Per Hotel – Choice of Individual Access Points Available @ \$1,000 Per Meeting Room Extending the wireless network from the SJCC to the Hilton and/or Marriott – 17 Access Points per hotel – 1 Access Point per Meeting Room		\$10000	
Basic Hardwire Connection at Hotel (Hilton and/or Marriott)		\$1600	
Hardwire Connection at Hotel (Hilton and/or Marriott)		\$5600	
Premium Hardwire Connection at Hotel (Hilton and/or Marriott)		\$9000	
Custom VLAN – DRY – Per VLAN (Signage, Show Management, Registration, etc.) Your custom hardwired VLAN comes with a drop in that VLAN at the demarcation point		\$2500	
100mbps of Internet Bandwidth for Dry VLANs ONLY – Discounted For Registration & Signage ONLY		\$3000	
Dry VLAN Connections – Signage or Registration - 1000mbps – customer switches prohibited		\$500	
Dry VLAN Connections – Show Management – 1000mbps – customer switches prohibited		\$800	
Dry VLAN Connections at Hotel – 1000mbps		\$1600	
Hourly Service Charge – Per Tech		\$150	
PLEASE PROVIDE YOUR PLACEMENT DIAGRAMS TO AVOID ADDITIONAL CHARGES			Total

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 "Standard Hardwire Connection".**
2. **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 costs will be associated with moving each drop to the correct location.
3. **Distance Fee:** All outdoor drops and all indoor drops beyond 25ft. will be charged a \$500 distance fee. Total distance cannot exceed 300ft to the network switch.
4. **Changes or moves** in placement to connections will be accounted for as additional connections.
5. Assistance required outside of our regular scope of business hours (8AM-5PM) will incur an hourly service charge.
6. 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.
6. **Service problems** must be reported immediately. Service claims will not be considered unless filed in writing by Customer prior to close of the show.
7. The prices listed on this contract **do** include Federal, State, Local or Other Taxes and Tax surcharges.
8. **Equipment Management:** The customer will be fully responsible for leaving all rental equipment in place, otherwise a lost or stolen charge will be applied.
9. Cancellations must be in writing. Some broadband services and special circuits cannot be cancelled once ordered. Charges will apply for services that have already been provided.
10. **WiFi reports** are available for rebranded or custom wireless segmented networks. WiFi reports are unavailable for clients who choose the free wireless option.
11. The SJCC keeps Client Isolation enabled for network stability and data security. Should you request that Client Isolation be disabled/Peer-To-Peer (P2P) enabled for a wireless segmentation it will be at the client's risk for performance and security. **The SJCC will not disable Client Isolation for the general attendee wireless network.**
12. **As of December 2019, the San Jose Convention Center (SJCC) has amended its building policy and will no longer be offering building-wide 2.4ghz WiFi services and/or free 2.4ghz WiFi services. Show Management does have the ability to enable 2.4ghz in specific areas at a configuration rate of \$5,000.00 per meeting room or meeting space. Please note that the client will assume any risk for the performance of any paid 2.4ghz services.**

All Customer contracts and agreements are solely between San Jose Convention Center 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