LONG BEACH
Convention & Entertainment Center

Exhibitor Ordering Guide:

Communication Services

boldyn
NETWORKS

NETWORKS MONITORED 24/7/365 FOR ALWAYS-ON CONNECTIVITY

First-class customer service

We understand there are a lot of moving parts when planning to exhibit at a convention, and our mission is to make this process as easy as possible.

Leading up to your event, our customer service team will work with you to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures.

Our goal is to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping ensure network reliability and the delivery of the services you need. During move-in and show days, our team is available to assist you with your ordered services.

Knowledgeable technical support

Our experienced technicians are readily available to perform troubleshooting, installation of additional services, relocations and much more. Our team will be available throughout the entire event to provide you with the show experience you expect.

Redundancy of equipment

We always have spares on-hand and are network ready. Boldyn Networks (Boldyn) keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we will replace it immediately with little to no downtime.

24/7 Network monitoring

All ports on the network are polled every minute for network stability. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.

boldyn NETWORKS | LONG BEACH Convention & Entertainment Center

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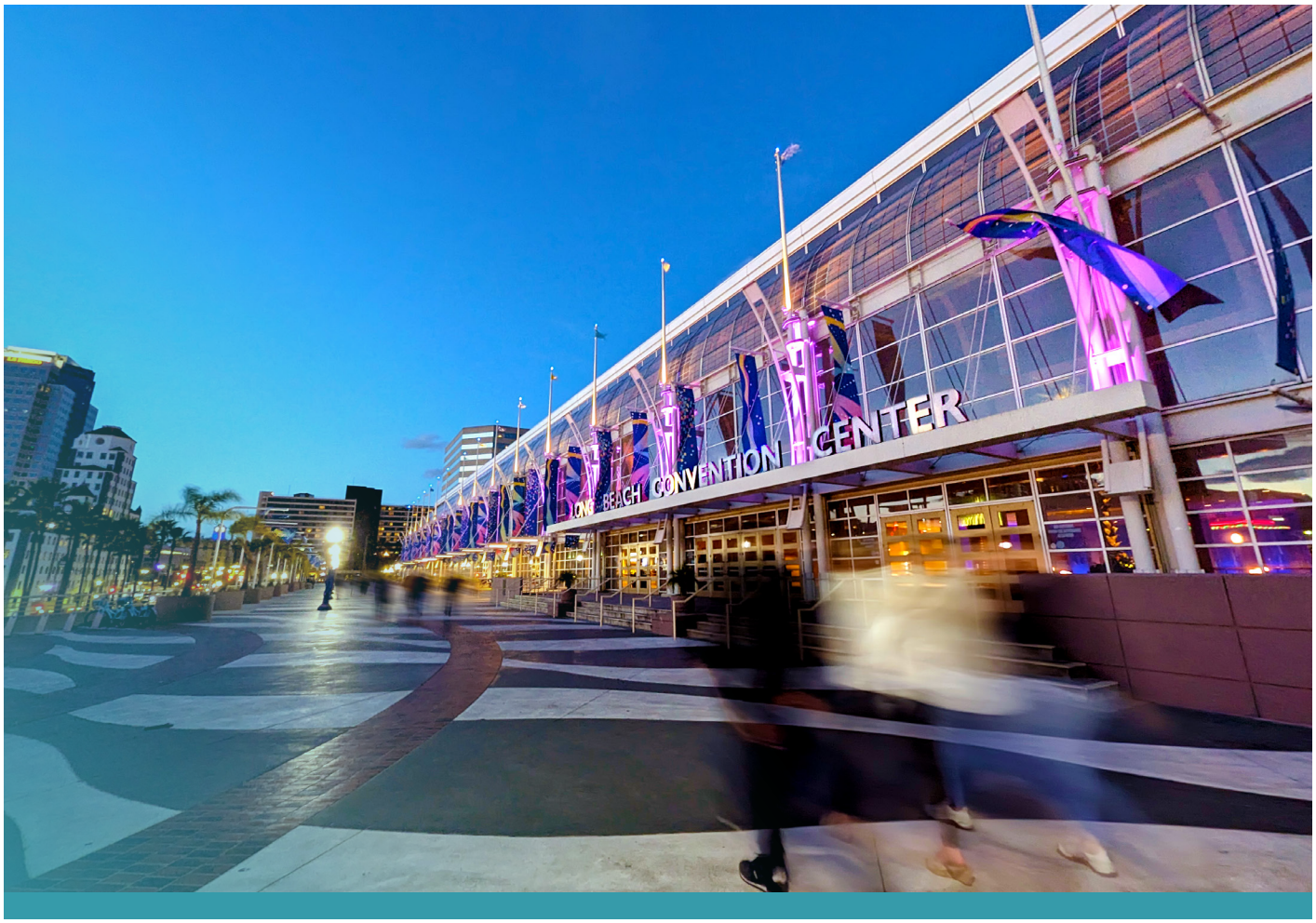
OPTIONS TAILORED TO YOUR NEEDS

Boldyn is the exclusive provider of communication services at the Long Beach Convention & Entertainment Center.

- Premium personal wireless access point service
- Standard personal wireless access point service

- Dedicated wired internet service
- Light wired internet service

- Standard telephone voice service



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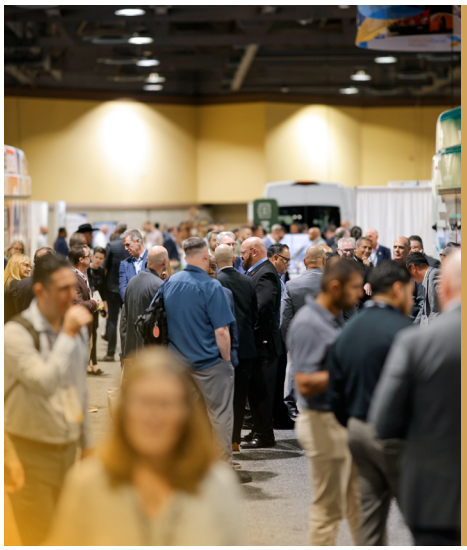

PREMIUM PERSONAL WIRELESS ACCESS POINT SERVICE

UP TO 50 MBPS PER DEVICE
UNLIMITED DEVICES

Top-tier service. Maximum bandwidth and customizations. Seamless product demos. Fast remote connections. Superior video streaming.

Details

- Up to 50 Mbps per device on unlimited devices
- Customizable options configured to the unique needs of your demo
- Broadcast on 5 GHz frequency
- Custom network name or SSID and custom password
- One access point. Booths larger than 30x30 will require additional access points.

Rates	Early Bird Rate Ordered 21 or more days prior to move-in	Last Call Rate Ordered 20 or fewer days prior to move-in
UP TO **50 Mbps**	$41,003	$49,203
UP TO **40 Mbps**	$33,128	$39,753
UP TO **30 Mbps**	$25,410	$30,492
UP TO **20 Mbps**	$17,430	$20,916
UP TO **10 Mbps**	$9,240	$11,088
Add. Access Point Rental	$368	$420

Order online at LongBeachCC.com
or contact: Request@LongBeachCC.com

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STANDARD PERSONAL WIRELESS ACCESS POINT SERVICE

UP TO 5 MBPS PER DEVICE
10-40 DEVICES

Simple and secure connectivity. Check emails. Browse the web. Process payments. Present light web demos.

Details

- Up to 5 Mbps per device. Reliable basic connection; not for streaming
- Custom network name or SSID and one custom password
- Broadcasts on 5 Ghz frequency
- Includes 1 access point. Booths larger than 30x30 will require additional access points.

Rates	Early Bird Rate Ordered 21 or more days prior to move-in	Last Call Rate Ordered 20 or fewer days prior to move-in
UP TO 40 Devices	$7,101	$8,520
UP TO 20 Devices	$4,340	$5,162
UP TO 10 Devices	$2,456	$2,948
Add. Access Point Rental	$368	$420

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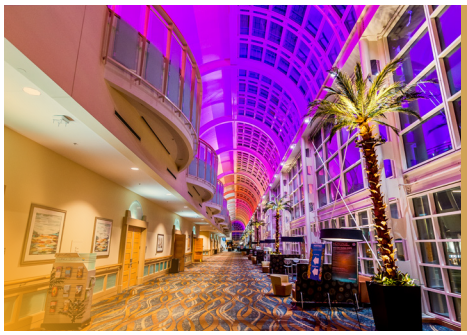

DEDICATED WIRED INTERNET SERVICE

Connectivity for individual booths. Wi-Fi. Light web browsing. Checking email. Web casting. HD Streaming. Gaming. Point-to-point connectivity.

Details

- Custom network for routers and servers. Wireless and hardline routers permitted
- Dedicated service, meaning reliable, secure internet that's not subject to speed variability
- Dynamic Addresses (DHCP) plug and play automatically enabled for simplicity. Public routable or static IP addresses available upon request (Custom Engineering Fee will apply).
- To connect multiple devices to this service, a switch, patch cables, and labor are required. Please note bandwidth between all connected devices is shared.
- Includes 1 network drop (ethernet cable with RJ45 hardline connection) with VLAN for enhanced security, simplicity, and traffic efficiency
- Higher speeds available for purchase

Rates	Early Bird Rate Ordered 21 or more days prior to move-in	Last Call Rate Ordered 20 or fewer days prior to move-in
UP TO 40 Mbps	$20,213	$25,263
UP TO 20 Mbps	$12,285	$15,362
UP TO 15 Mbps	$8,243	$10,301
UP TO 10 Mbps	$6,195	$7,744
UP TO 5 Mbps	$3,670	$4,589

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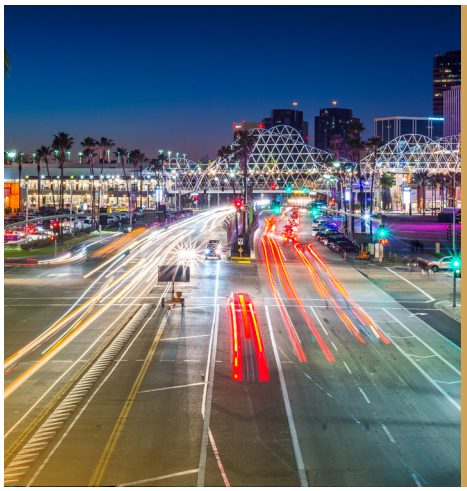

LIGHT WIRED INTERNET SERVICE

UP TO 3 MBPS PER DEVICE
1-10 DEVICES

Light internet usage. Web browsing. Email.

Details

- Basic connection shared with other customers at facility. Up to 3 Mbps per device. Not compatible with streaming
- Includes 1 network drop (ethernet cable with hardline connection)
- Up to 9 additional private IPs (connected devices) may be purchased separately.
- To connect multiple devices to this service, a switch rental, patch cables, and floor work are required (see Misc. Services page)
- DHC protocol automatically assigns private IP addresses to all devices. Translation: Instant plug and play for each device
- Routers not permitted and will not work

Rates	Early Bird Rate Ordered 21 days or more prior to move-in	Last Call Rate Ordered 20 days or fewer prior to move-in
Light Wired Internet	$940	$1,197
Additional Private IP's (Connected Devices)	$158	$158

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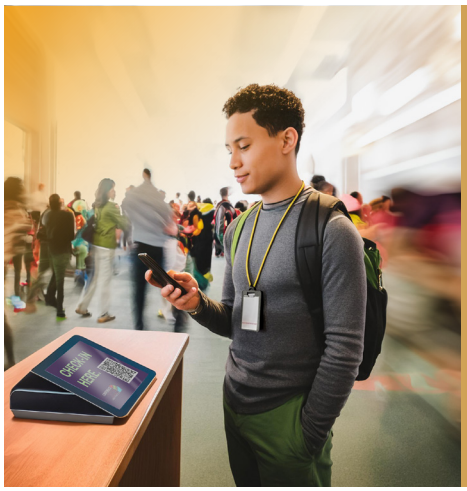

STANDARD TELEPHONE VOICE SERVICE

SINGLE, MULTI, & POLYCOM

Crystal clear connections for single line, multi-line, and conference calls.

Details

- Best used for visitor check-in, conference calls, and credit card processing machines
- Includes 1 phone and 1 cable
- Multi-line telephones include 1 main number and 1 rollover line
- Polycom speakerphones require power source; Electrical services may need to be ordered separately
- Domestic long distance included. International calling billed separately

Rates	Early Bird Rate Ordered 21 days or more prior to move-in	Last Call Rate Ordered 20 days or fewer prior to move-in
Polycom Speaker Phone	$489	$604
Multi-Line Telephone	$436	$546
Single Line Telephone **With or without device**	$289	$363

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MISCELLANEOUS SERVICES

Rates	Early Bird Rate Ordered 21 days or more prior to move-in	Last Call Rate Ordered 20 days or fewer prior to move-in
Custom Network Services Enabling peer to peer sharing, any other special configurations. Per hour	$315	$368
Additional IP's	$158	$158
Additional Network Drops With RJ45 hardline connection	$835	$835
Patch Cable Up to 50ft - Cat5e	$27	$37
Switch Rental Up to 24 ports	$126	$132
Labor/Floor Work/Relocation Fee Floor work-4 patch cables per 1 hour	$132	$132
VLAN	$1,045	$1,045
Additional SSID and password	$1,045	$1,045
Lost or damaged equipment fee (phones, switches)	$263	$263
Splash Page 1-hour minimum	$263/hr	$263/hr

Additional fees will apply for services extended outdoors.

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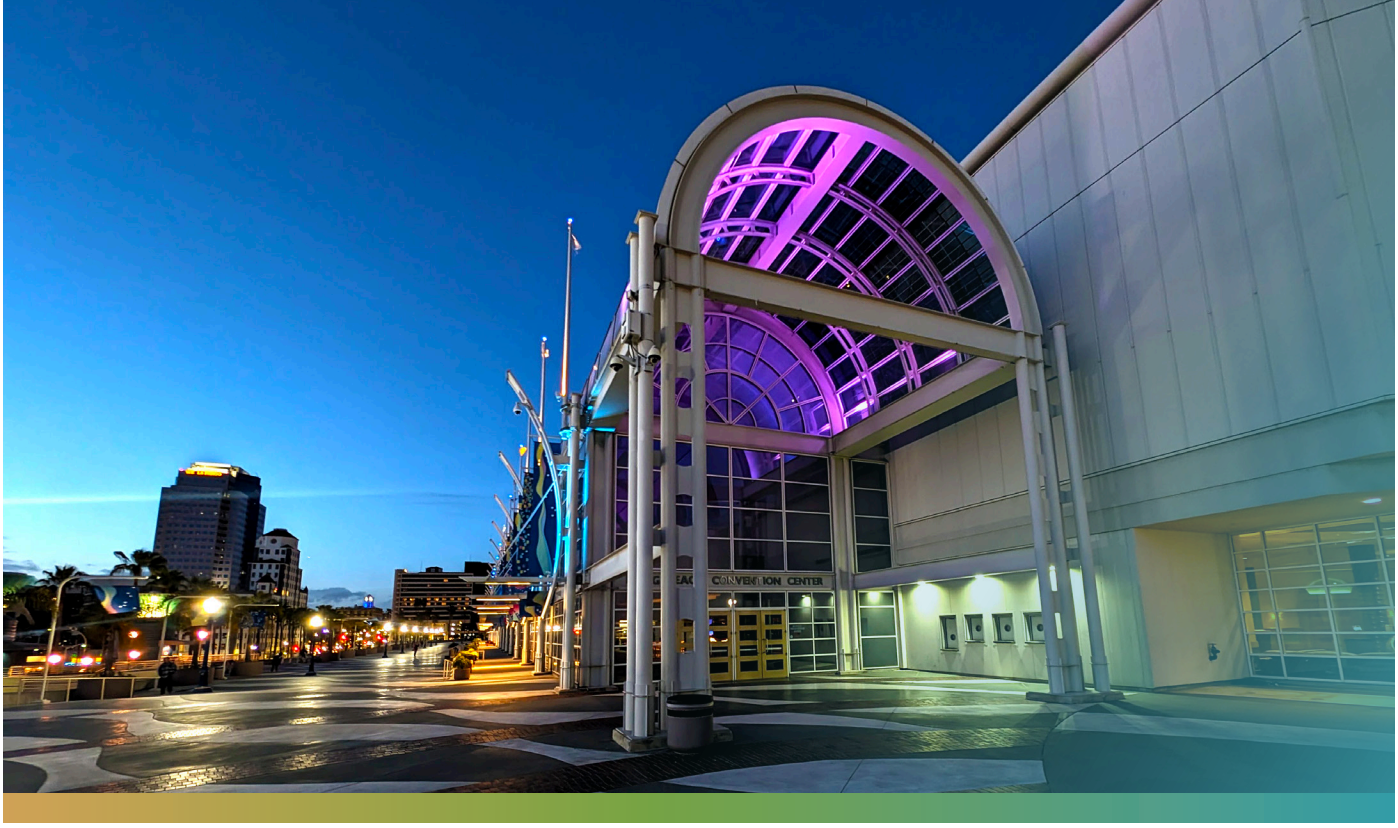

FAQ's

Does Boldyn provide complimentary Wi-Fi?

Yes! Boldyn provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to the 1.6 million people who visit the convention center every year. There is no requirement to purchase a Boldyn service in order to take advantage of the complimentary Wi-Fi.

Why is there no complimentary Wi-Fi in the exhibit halls?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

Do you offer early bird rates?

Orders received along with payment by the early-bird deadline date will receive our early incentive pricing..

Will my personal hotspot (Mi-Fi) work in your building?

Yes. However, the capability of your personal mobile hotspot is limited by your carrier's spectrum and internet bandwidth. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). This signal comes from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network.

In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or you can purchase an upgraded package based on your service requirements.

How much bandwidth do I need?

To identify how much bandwidth you require, please reach out to a technical representative in your organization and review your program specifications listed with any demonstrations or downloads you plan to run.

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What must be identified on my floor plans?

Floor plans should include measurements, the surrounding booth numbers for orientation, and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables.

If no location or floor plan is provided, the drop will be installed within that space, to the most convenient location for our technicians. Relocation fees will apply if the line(s) needs to be moved.

A relocation fee will apply to any line(s) that need to be relocated after installed; 1 hour labor per line relocation.

TIP: Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floor plan prior to the first day show move-in to avoid any additional labor charges.

Why are routers not allowed on a shared network?

Incorrectly installed routers on a shared network can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

Can I provide my own switch and patch cabling?

Yes, you can bring your own switch. Please bring the item with you, as we do not handle any shipping. However patch cabling must be purchased through Boldyn.

Please note: Connectivity can be guaranteed only to the point where Boldyn's services originate in the booth. Boldyn cannot guarantee service on cable(s) and/or equipment provided by the customer or exhibitor. Any request for trouble diagnosis or problem resolution found not to be the fault of Boldyn (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

What is your cancellation policy?

All cancellation requests must be in writing. Starting 30 days from first day of event move in, services cannot be canceled, and no refunds will be given. Orders canceled prior to 30 days from first day of event move in, will be charged 15% of the order total. No credit will be given for equipment or services canceled after installation. If there is a remaining balance 30 days after the event, a 1.5% fee will be added to the order. Any refunds due in the amount of $10 or less, will not be refunded.

What is your payment policy?

The payment policy requires full payment to be received prior to first day of event move in to install or activate services. If payment is not received, services will not be installed or activated until it is received. Orders that have not been paid prior to first day of event move in are also subject to additional labor charges.

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Long Beach Convention Center And Entertainment ® Networks, Limited Partnership

TERMS OF USE

1. Introduction

Welcome to the Internet service operated by the subsidiaries and their affiliates of LONG BEACH CONVENTION CENTER AND ENTERTAINMENT NETWORKS, LIMITED PARTNERSHIP. ("LONG BEACH CONVENTION CENTER AND ENTERTAINMENT", "we," "our," and "us"). This Internet service offers a wide variety of information regarding LONG BEACH CONVENTION CENTER AND ENTERTAINMENT products and services, some or all of which may be accessed through a variety of means (all of which are collectively called our "Service"). The term "you" or """your" includes any of your subsidiaries, affiliates, employees, and parent or legal guardian.

PLEASE READ THESE TERMS OF USE CAREFULLY. By accessing or using our Service in any way you are agreeing to comply with these Terms of Use, including any documents, policies, and guidelines incorporated by reference (referred to collectively as the "Terms"). Certain services available through our Service, especially services for which you can subscribe or pay for online, may have their own terms and conditions that apply to your use of that service. The Terms do not alter in any way the terms or conditions of any of these other written or online terms and conditions or agreements you may have or will have with LONG BEACH CONVENTION CENTER AND ENTERTAINMENT , including any other website terms of use with a LONG BEACH CONVENTION CENTER AND ENTERTAINMENT NETWORKS, LIMITED PARTNERSHIP subsidiary and/or their affiliates. To the extent that there is any conflict between these Terms and any terms and conditions or agreements relating to services you have purchased or online tools you use or to which you subscribe, those other terms and conditions or agreements will govern.

2. Authority

By using our Service, you represent that you are at least 13 years old. Persons who are at least 13 years of age but under the age of 18 may only use our Services with legal parental or guardian consent. Accordingly, you agree that you are at least 18 years of age or older or possess legal parental or guardian consent and are fully able and competent to enter the terms, conditions, representations, and warranties set forth in the Terms; otherwise, please exit

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3. Changes to the terms or service

LONG BEACH CONVENTION CENTER AND ENTERTAINMENT may change or modify the Terms from time-to-time without notice other than posting the amended Terms on the Service. The amended Terms will automatically be effective when posted on our Service. Your continued use of our Service after any changes in these Terms shall constitute your consent to such changes. LONG BEACH CONVENTION CENTER AND ENTERTAINMENT reserves the right to change, modify, or discontinue, temporarily or permanently, the Service (or any portion thereof), including all content contained on the Service, at any time without notice. You agree that LONG BEACH CONVENTION CENTER AND ENTERTAINMENT shall not be liable to you or to any third party for any modification, suspension, or discontinuance of the Service or any portion thereof.

4. Acceptable use

You agree to use our Service and the Content (whether provided by us or others) in a manner consistent with all applicable laws and regulations. Additionally, you will not take any of the following actions with respect to our Service or Content, nor will you use our Service to upload, post, email, distribute, transmit, link, solicit, or otherwise make available any Content or use our Service in any manner that:

- Is unlawful, harmful to minors, threatening, harassing, abusive, defamatory, slanderous, vulgar, gratuitously violent, obscene, pornographic, indecent, lewd, libelous, invasive of another's privacy, or racially, ethnically, or otherwise offensive, hateful, or abusive.
- Infringes on someone else's patent, trademark, trade secret, copyright, or other intellectual property or other rights.
- Removes any proprietary notices or labels on the Content.
- Advocates or solicits violence, criminal conduct, or the violation of any local, state, national, or international law or the rights of any third party.
- Is deceptive in any way, such as an offer to sell fraudulent goods, or contains an impersonation of any person or entity or misrepresents an affiliation with a person or entity.
- Specifically advertises firearms or ammunition, tobacco, alcohol, illegal drugs, or other contraband.
- Constitutes unsolicited or unauthorized advertising, junk, or bulk e-mail (SPAM), chain letters, or any other unsolicited commercial or non-commercial communication.
- Interferes with others using the Services.
- Is off topic according to the description of the group, forum, or webpage.
- Contains software viruses, worms, time bombs, corrupted files, Trojan horses, or any other computer code, files, or programs that are designed or intended to disrupt, damage, overburden, impair, or limit the functioning of any software, hardware, network, server, or communications systems or equipment.
- Contains a charity request, petitions for signatures, chain letters, or letters relating to a pyramid scheme.
- Disrupts, interferes, or inhibits any other user from enjoying the Services or other affiliated or linked websites, material, contents, products, and/or services.
- Uses any robot, spider, or other such programmatic or automatic device, including but not limited to automated dial-in or inquiry devices, to obtain information from the Service or otherwise monitor or copy any portion of the Service, products, and/or services.
- Creates a false identity for the purpose of misleading others.

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- Uses any LONG BEACH CONVENTION CENTER AND ENTERTAINMENT domain name as a pseudonymous return email address.
- Contains any offer for unsolicited goods or services or any advertising or promotional materials, except in those areas specifically designated for such purposes (e.g., classified bulletin board).
- Provides material support or resources (or conceals or disguises the nature, location, source, or ownership of material support or resources) to any organization(s) designated by the United States government as a foreign terrorist organization pursuant to section 219 of the Immigration and Nationality Act.
- Attempts to disable, bypass, modify, defeat, or otherwise circumvent any of the digital rights management or other security related tools incorporated into the software or any Content or the Services.
- Reproduces, duplicates, copies, sells, trades, resells, or exploits for any commercial purposes, any portion of the Services or Content, use of the Services, or access to the Services.
- Publishes, publicly performs, or displays, or distributes to any third party any Content, including reproduction on any computer network or broadcast or publications media.
- Systematically collects and uses any Content, including the use of any data mining or similar data gathering and extraction methods.
- Makes derivative uses of the Services or the Content.
- Uses, frames, or utilizes framing techniques to enclose any portion of the Services (including the images found at the Services or any text or the layout/design of any page or form contained on a page); and/or
- Modifies, translates, decompiles, disassembles, uses reverse engineering, or otherwise attempts to derive the source code for the computer systems and other technology that operate our Service. For purposes of these Terms, "reverse engineering" shall include the examination or analysis of the Service to determine the source code, structure, organization, internal design, algorithms, or encryption devices of our Service's underlying technology.
- Unless you are participating in an area of the Service that requires or encourages anonymity, use of the Service will require your real name.

5. Termination/suspension

You agree that LONG BEACH CONVENTION CENTER AND ENTERTAINMENT may immediately terminate or suspend your account, any associated email address, and access to all or any part of the Services or change your password without notice. Cause for such termination, suspension, or change shall include, but not be limited to, (a) breaches or violations of these Terms or other incorporated agreements or guidelines, (b) requests by law enforcement or other government agencies, (c) a request by you (self-initiated account deletions), (d) discontinuance or material modification to the Service (or any part thereof,) (e) unexpected technical or security issues or problems, (f) extended periods of inactivity, and/or (g) engagement by you in fraudulent or illegal activities. Termination of your account includes (or, if LONG BEACH CONVENTION CENTER AND ENTERTAINMENT elects instead to suspend your account, may include any one or more of the following): (a) removal of access to all offerings within the Services; (b) deletion of your password and all related information, files, and other Content associated with or inside your account (or any part thereof); and (c) barring of further use of the Service. You agree that all terminations and suspensions for cause shall be made in LONG BEACH CONVENTION CENTER AND ENTERTAINMENT ´s sole discretion and that LONG BEACH CONVENTION CENTER AND ENTERTAINMENT shall not be liable to you or any: (i) third party for any termination or suspension of your account, (ii) loss of storage, (iii) loss of any associated email address, or (iv) loss of access to the Service. Further, LONG BEACH CONVENTION CENTER AND ENTERTAINMENT reserves the right, in its sole discretion, to immediately terminate or suspend your account, any associated email address, and access to the Service at any time for any reason and without notice to you.

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LONG BEACH Convention & Entertainment Center

THE BOLDYN ADVANTAGE

Boldyn Networks builds advanced, shared network infrastructure to deliver consistent coverage and capacity for every guest and application – while reducing energy costs and emissions. Our reliable, high-speed and low-latency solutions offer best-in-class networking experiences, while our national Network Operations Center (NOC) monitors network performance 24/7/365 to ensure always-on connectivity.

To learn more visit boldyn.com