



The Georgia World Congress Center provide these guidelines to describe materials to be considered for inclusion in Exhibitor Service Manuals. Forms are available in bulk quantities from Event Services.

1. Exhibitor Service Manuals are generally prepared and distributed by the official show contractor or show management company.
2. The GWCC, Dome and their exclusive contractors provide forms and materials for inclusion in the Exhibitor Service Manual. Current edition forms, including electronic versions, are available from the Event Services Department.
3. The GWCC and Dome require these forms to be included in the Exhibitor Service Manual in their original form. They may not be reprinted, reformatted or altered in any way without prior approval of the GWCC or Dome.
4. The forms to be included in Exhibitor Service Manuals for GWCC trade shows, consumer shows and conventions are as follows:
 - o General Operating Policies & Procedures
 - o General Installation Policies & Procedures
 - o Signage & Ceiling Rigging Policies & Procedures
 - o Guidelines for Multi-story Exhibits
 - o GWCC - Electrical Service Order
 - o GWCC - Cable Service Order
 - o GWCC - Compressed Air-Water-Drain-Natural-Gas-Steam Order
 - o Telephone, Internet, and Long Distance CCLD Service Order Form
 - o Levy Restaurants Food Services Exhibitor Booth Services
 - o Levy Restaurants Authorization Request, Sample Food and Beverage
 - o Business Center/Fed Ex/Scout-around Information Flyer
 - o Parking Information Map

GENERAL OPERATING POLICIES AND PROCEDURES

These General Operating Policies and Procedures with referenced publications have been established to ensure the Georgia World Congress Center, its personnel, licensees and related service industries are working in a safe and orderly environment. These policies and procedures should serve as a guideline governing event and building operations. Any questions, requests for variations or exceptions should be promptly submitted to the Event Services Department and must be approved in writing by GWCC management.

General Operating Procedures

1. Animals and pets are not permitted in the facility except in conjunction with an authorized exhibit, display or performance; or as aids to the disabled.
2. Building signage, graphics, displays, restrooms, elevators, escalators and similar features may not be visibly blocked in any manner, nor may temporary signs or decorations be attached to any building surface.
3. The Center does not provide furniture and equipment for exhibit booth use. All arrangements for exhibit booth and lounge furniture should be made through a service contractor.
4. House lighting, ventilation, heat or air conditioning will be provided as required during open show hours, rehearsals or special conditions. Energy conservation mandates reduced lighting and ventilation during move-in and move-out periods.
5. GWCC provides the following services on an exclusive basis.
 - . Electrical services, including power and plumbing.
 - . Utility services consisting of water, drain, compressed air, and natural gas
 - . Food and Beverage service
 - . Telecommunication services
6. A "house electrician or Engineering Technician" must perform all wiring, electrical installations and other exclusive services; however, authorization may be granted for company engineers or technicians to perform special electrical work on their own company exhibit equipment. Authorization may also be granted for licensed electricians to perform certain audio/visual installation on theatrical sets.
Contact GWCC Engineering for further information (404-223-4800).
7. The use of anchors and drilling of exhibit hall floors will only be performed by House Engineers. Please contact GWCC Engineering for further information (404-223-4800).

Maintenance, Cleaning and Protection of Building Furnishing, Equipment and Finishes:

1. Decorations may not be taped, nailed, tacked or otherwise fastened to ceilings, painted surfaces, columns, or fabric and decorative walls.
2. Helium balloons may not be given out inside the building but may be authorized for permanent attachment for authorized displays – See Event Services Department.
- 3. Adhesive-backed decals and stickers may not be distributed anywhere on the premises.**
- 4. "Glitter" and confetti may not be used in carpeted areas of the building.**
5. Planters, furniture and other building equipment may not be removed or repositioned. GWCC personnel shall handle any movement of furniture for event purposes.
6. Motorized vehicles, forklifts, gas or electric carts, bicycles, scooters and similar equipment may not be operated on any carpeted areas of the building.
7. Carpet runners; show carpet or other temporary floor coverings over permanent carpet must be approved in advance. Contact Event Services Department for specification of approved tapes to use when installing carpet. Double-faced tape and heat tape are prohibited for direct application to permanent carpet.
8. Tape removal from exhibit hall floor is the responsibility of the licensee and their service contractor(s).
9. Food and beverages are not permitted in any Auditorium of the GWCC.

GENERAL OPERATING POLICIES AND PROCEDURES

Safety

1. Safety of occupants of the Center is of primary concern. Any unsafe condition or activity should be immediately reported to GWCC Security (x4911 on Red House Phone) and supervisory personnel of the responsible party for corrective measures.
2. Hazardous work areas are defined as any area on the premises where exhibits, equipment and freight are being handled, such as loading dock areas; exhibit halls, services corridors, marshaling yards, etc.
Within these areas and throughout the premises, the following guidelines will be strictly enforced:
 - a. Absolutely no drinking of alcoholic beverages.
 - b. No horseplay, practical jokes, etc.
 - c. Possession or use of an illegal or controlled substance of any kind is prohibited.
 - d. No speeding (over 5 mph) or reckless use of vehicles and equipment.
 - e. No gasoline, kerosene, diesel fuel or other flammable liquids may be stored, permanently or temporarily, inside the building. No refueling activity of any kind permitted. Refueling must be accomplished a minimum of fifty (50) feet beyond the exterior of the building.
 - f. Access to fire exit doors and corridors shall be maintained throughout move-in/move-out activities.
 - g. Utility panels, switchgear, fire hose cabinets, standpipes, fire extinguishers and fire alarms must remain visible and accessible at all times.
 - h. Oil spills; loose or missing floor box covers or any other visible safety hazard shall immediately be reported to GWCC Security (x4911 on Red House Phone).
 - i. Work activities in galleria areas on upper levels require additional supervision to ensure safety for attendees to other events.
3. Basic Fire Code Regulations:
 - a. The NFPA 101 Life Safety Code 2000 Edition has been adopted with specific revisions and interpretations for review of occupancies and events in this facility.
 - b. All drapes, curtains, table coverings, skirts, carpet or any materials used in exhibits must be flame retardant.
 - c. Fire hose cabinets, fire extinguishers, sprinklers, fire exit doors, route of egress and any other fire safety device or facility must not be hidden, obstructed or otherwise disturbed.
 - d. Crates, packing material, wooden boxes and other highly combustible materials may not be stored in exhibit halls, meeting rooms or fire exit areas.
 - e. Vehicles on display must have all fuel tank openings locked and sealed in an approved manner to prevent the escape of vapors. Fuel tanks should be full.
At least one battery cable shall be removed from the batteries used to start the vehicle engine. The disconnected battery cable shall then be taped to avoid potential sparks.
 - f. The use of pyrotechnics and welding equipment, open flames or smoke emitting material as part of an exhibit or display must be individually reviewed by GWCC Event Services and the Fire Marshall for the State of Georgia. All request must be submitted in writing and include appropriate and required documentation.
4. Special Conditions
Use of lasers and x-ray equipment, is subject to review and approval by the Georgia Department of Human Resources-Radiological Division. Contact Event Services for specific information on submission requirements for this approval.
5. Passenger elevators and escalators may not be used for freight, including hand trucks, floats and similar equipment.

Food Service

Levy Restaurants is the exclusive caterer for all food and beverage services on the premises. No food or beverage of any kind may be brought or delivered into the building or to the exterior grounds, parking decks, truck docks and drives constituting the "premises". Contact Levy Restaurants (404-223 4500) for food and beverage requests.

PURPOSE

The Georgia World Congress Center (GWCC) and the Georgia Dome (Dome) provide these guidelines to describe requirements for freight handling and event setups in the concourses, meeting rooms and other “finished” areas of the facilities.

PLANNING

A full move-in and move-out plan, including installation and rigging plans, should be submitted to the Event Services Department sixty (60) days prior to the event. An Event Coordinator from the GWCC or Dome will act as liaison between clients, subcontractors and all internal departments. Please contact the Event Services Department to speak with the appropriate Event Coordinator.

PUBLIC AREAS AND MEETING ROOMS

- A. Service contractor equipment used in special exhibits, displays, etc., must enter the facility through the loading docks and be transported to the upper levels by freight elevator. A dock marshal and elevator operator may be required; if so, they will be provided at the customer’s expense.
- B. At the entrances to freight elevators and other entry points and aisles, GWCC or Dome carpeting must be covered by a layer of six (6) millimeter visqueen and then by carpeting supplied by the service contractor. For heavy items and dollies with metal wheels, extra protection like plywood subflooring will be required.

EXHIBITS IN DOME, BALLROOMS, MEETING ROOMS AND LOWER LEVEL CONCOURSES

- A. Permanent facility carpet and floors must be protected from damage caused by crates, dollies, hand trucks, equipment, etc., during the event, including move-in and move-out days.
- B. Exhibit booths in carpeted areas must also be covered by six (6) millimeter visqueen by the service contractor. The GWCC or Dome must approve this covering, which must remain in place throughout the event, including move-in and move-out days. Booth carpet may be used over visqueen.
- C. Crates may not be stored in the upper levels, nor may a contractor establish “bone yards” in the upper levels during event days.
- D. Signs and decorations may not be taped, nailed, tacked or otherwise fastened to ceilings, painted surfaces, columns or split-block, fabric or decorative walls.
- E. Doors located at freight entrances and exits should be covered with cloth, plywood or similar material in order to safeguard the panic hardware, locking devices and painted surfaces.
- F. Passenger elevators and escalators shall not be used for any equipment movement.

UTILITIES

Costs for utility services (e.g., electrical, plumbing and telephone) for commercial exhibits in the Dome’s Lower Level Concourse, the Ballrooms and meeting rooms will be the customer’s responsibility. These charges will be assessed at prevailing utility rates. Permanent facility utility outlets are not considered part of an exhibitor’s booth space. Certain utilities, like plumbing, may be limited in certain areas. The Event Services Department can provide specific availability and requirements.

PURPOSE

The Georgia World Congress Center (GWCC) and the Georgia Dome (Dome) provide these guidelines to describe requirements and approvals for rigging in the facility and installation of signs.

PLANNING

The GWCC and Dome wish to accommodate customers' requests to promote events with interior signs, banners and other forms of promotional advertisement, including exhibitors' requests for signage above booth areas. With the multitude of events scheduled at these facilities, these guidelines have been developed to protect the interests of all users of these facilities and maintain an appropriate building environment. Additionally, these guidelines address safety and maintenance considerations of the buildings. However, rigging is generally prohibited at the Georgia Dome due to the design and nature of this facility, and most equipment must be floor supported.

Generally, these guidelines do not apply to floor installations by individual exhibitors within exhibit booths. These guidelines do apply to any installation connected to the facilities' structural elements (e.g., ceilings, columns, beams, windows) and any proposed installation in the common (public) areas of the facility (e.g., meeting room and entrance concourses, pre-function areas, etc.).

All preliminary requests for installation of show banners, signs and any rigging should be submitted to the Event Services Department approximately six (6) months prior to the event. Final requests are to be included in the Plan of Operation required at least sixty (60) days prior to the event. The plans should include a full description of the proposed installation including proposed location of sign or banner, proposed copy, name of contractor and dates of installation and removal. Large complex signs and banners will also require weights, proposed rigging and anchoring methods and other relevant information for the facility's engineering review. In the GWCC, any signs or structures weighing over 500 pounds may require the additional services of the facility's structural engineer consultant to verify adequacy of connection to the building. In the Dome, all requests for rigging must be submitted to the Event Services Department and will be reviewed by the Dome's structural engineer.

SPECIAL NOTICE REGARDING RIGGING REVIEW AND APPROVAL

The review of all signs, banners and rigging by the GWCC or Dome is restricted to general conformity to these policies, procedures and guidelines. Any review by the facility's structural engineering consultant is restricted to the capability of the structure to accept the loading of the proposed installation. The GWCC, Dome and its structural engineering consultant assume no responsibility nor liability and make no representation regarding the structural adequacy and integrity of the signs, banners, lighting trusses or equipment to be rigged, including the connection devices used to attach the devices to the facility.

PURPOSE

The Georgia World Congress Center (GWCC) and the Georgia Dome (Dome) provide these guidelines to clarify the requirements for multi-story exhibit booths. The Fire Marshal has provided basic guidelines for compliance with Paragraph 9-4.4.3.7 of NFPA 101 Life Safety Code, which governs multi-level exhibit booths. In addition, the GWCC and Georgia Dome have developed additional guidelines appropriate for the safe and orderly operation of these facilities. These guidelines are as follows:

- a. Covered or roofed areas should be furnished with acceptable battery-powered smoke detectors that emit alarms audible outside of the enclosed or covered area.
- b. The exhibitor will provide for a Fire Watch within the booth space. Personnel providing Fire Watch services must be supplied with a Class 2A10BC Fire Extinguisher in each enclosed area covered by the floor above. Personnel must be trained in the use of extinguishers.
- c. Spiral stairways are not recommended for areas occupied by the public, visitors or clientele, unless specifically approved.
- d. Exhibit booth plans must be submitted to the Georgia World Congress Center/Georgia Dome Event Services Department for review a minimum of sixty (60) days before move-in. There must be a licensed structural engineer's stamp of certification on all plans.
- e. The upper deck of multilevel exhibits greater than 300 square feet in area shall have at least two remote means of egress.
- f. Areas within the exhibit booth that are totally enclosed (i.e., walls and roof/ceiling) must be served by an emergency lighting source (i.e., battery-powered) when such areas lead to exit access from the space (e.g., stairs, aisles, corridors, ramps and passageways leading to an exit from the booth space).



EXHIBITOR SERVICES ORDER FORM AND SERVICE AGREEMENT

COMPANY (INCLUDE BOOTH NAME IF DIFFERENT)	MAIN CONTACT	
BILLING ADDRESS		
CITY	STATE, COUNTRY	ZIP CODE
PHONE NUMBER	FAX NUMBER	E-MAIL
EVENT/TRADESHOW	ROOM/BOOTH NUMBER	FACILITY/HALL
ON SITE AUTHORIZED CONTACT/CONTACT NUMBER	# OF EXPECTED GUESTS	

DAY/ DATE	REQUESTED DELIVERY TIME/END TIME (Contact must be present)	ITEM DESCRIPTION	QUANTITY	PRICE

(Please use additional sheet if needed)

INSTRUCTIONS:

1. PLEASE contact our office if you do not receive your catering agreement, banquet orders, and balance due within 14 days of placing your order; receipt of these forms CONFIRMS your order has been placed.
2. Full payment must be received 14 business days prior to the start of services (checks and/or wire transfers must be received 14 days prior); all replenishment orders during the show must be guaranteed by credit card; any balance of charges due will be billed to this credit card.
3. Additions/Increases for the next day must be requested by 3 pm the previous day. Cancellations require a 5 business day notice or full charges will be incurred; special order items may be reduced; however you will still incur all charges.
4. Actual service delivery time may range from one hour prior to thirty minutes after your requested delivery time.
5. 21% Service Charge, 8% Sales Tax, and 3% City Liquor Tax (where applicable) will be added to total.
6. If food/beverage order is less than \$50.00 per delivery, a \$50.00 delivery fee will be charged.
7. If purchasing alcoholic beverages, the undersigned agrees to comply with all applicable laws regarding the use, sale, serving or other disposition of such alcoholic beverages. Accordingly, the undersigned agrees to indemnify and forever hold harmless Levy Restaurants and the GWCCA from all liabilities, damages, losses, costs or expenses resulting directly or indirectly from the undersigned use, sale, serving or other disposition of such alcoholic beverages.

Please let this letter serve as my formal written authorization and approval for you to charge the below described credit card for any and all charges and costs related to food services at the Georgia World Congress Center. This letter shall constitute my express written permission for you to charge, to the extent not previously paid for, the credit card for the initial deposit, the balance due before the event and any additional charges incurred during the event.

CREDIT CARD INFORMATION

Card Type: Visa MC Amex Discover

Other Payment Options: Check Wire Transfer (must be received 10 business days before first show day)

Name as appears on card: _____ Credit

card number: _____ Expiration date: _____ Security Code: _____ Signature

of cardholder: _____



AUTHORIZATION REQUEST

Sample Food and/or Beverage Distribution



Levy Restaurant has exclusive food and beverage distribution rights within the Georgia World Congress Center and Georgia Dome. Sponsoring organizations of expositions and trade shows, and/or their exhibitors, may distribute sample food and/or beverage products ONLY upon written authorization.

General Conditions:

1. Items dispensed are limited to products manufactured or processed by exhibiting firms and are related to the purpose of the show.
2. All items limited to SAMPLE SIZE.
 - a. Beverages limited to maximum of 4oz.
 - b. Food items limited to maximum of 2oz.
3. The firm named below acknowledges they have sole responsibility for the use, sale, servicing or other disposition of such items in compliance with all applicable laws. Accordingly, the firm agrees to indemnify and forever hold harmless Levy Restaurants and the Georgia World Congress Center from all liabilities, damages, losses, costs or expenses directly or indirectly from their use, sale, serving or other disposition of such items.
4. Standard fees for handling, delivery, ice or other services required from Levy will be charged where applicable, including 21% service and 8% sales tax.
5. Other food and/or beverage items used as traffic promoters (i.e. coffee, sodas, bottled water, popcorn, etc.) MUST be purchased from Levy Restaurants.

Name of Event _____ Booth No. _____

Firm Name _____

Contact _____ Title _____

Telephone _____ Fax _____ E-Mail _____

City _____ State _____ Zip _____

Product(s) you reason you wish to dispense items: _____

Portion size and method of dispensing items: _____

Approved _____

General Manager
Levy Restaurants

For additional services and information, please contact Levy Restaurants.

PLEASE RETURN FORM TO LEVY RESTAURANTS AT LEAST TWO WEEKS PRIOR TO START OF SHOW TO ENSURE CONFIRMATION.

Levy Restaurants
285 International Boulevard, N.W., Atlanta, GA 30313-1591
Telephone 404-223-4500 Fax: 404-223-4511



We're ready to help you in the Georgia World Congress Center.

Find out what **convention** and **convenience** have in common



Come see us at our new location:
285 Andrew Young Intl. Blvd. N.W.
Atlanta, GA 30313
1.404.223.4660
Fax: 1.404.223.4776
usa1065@fedexkinkos.com
Convention Sales Representative

Services offered at this FedEx Office Print & Ship CenterSM:

- Black & white and color copying.
• Computer workstation rental with Internet access and printing capabilities.
• Laptop stations with Internet access and printing capabilities.
• Fax services — inbound and outbound.
• Packing services and shipping with FedEx Express® and FedEx Ground® (up to 150 lbs.).
• Desktop publishing and document creation services.
• Finishing services such as binding options and lamination.
• CD and DVD duplication.
• Large-format color printing of signs, banners and posters.
• U.S. postage.
• Photo services and Sony® PictureStation.™

Exclusive services offered at this FedEx Office Print & Ship Center:

- •
•

Place your orders online.

Go to fedex.com/conventions to place your orders and send documents, banners, posters and more, right from your computer.





ACCESSIBLE SERVICES & SPECIAL NEEDS



Scootaround is the preferred provider of accessible services at the Georgia World Congress Center (GWCC). Our broad range of services includes scooter and wheelchair rentals, oxygen and shuttle services for major events held at the GWCC. Equipment is available for daily or weekly rental.

MOBILITY SERVICES AT THE GEORGIA WORLD CONGRESS CENTER



\$55 per Day

Mobility Scooters (3 and 4 wheel)

Electric mobility scooters available for daily or weekly rental. Standard and heavy duty models are available.



\$20 per Day

Manual Wheelchairs

Manual wheelchairs available for daily or weekly rental. Wheelchairs equipped with adjustable footrests.



Oxygen Tanks and Accessories

Oxygen, accessories and scooter carrying racks. *Two week advance notice required for these items.



Shuttle and Event Seating Services

Shuttle program provides qualified staff and electric carts to transport attendees between venue locations.

SERVICES AVAILABLE TO SHOW MANAGERS



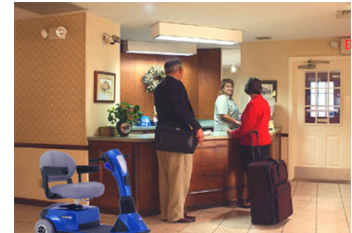
OSR (Onsite Service Rentals)

This program provides a pre-determined number of scooters and qualified staff to run a rentals program from start to finish, including hands on training.



Fleet Orders (Multiple Vehicles)

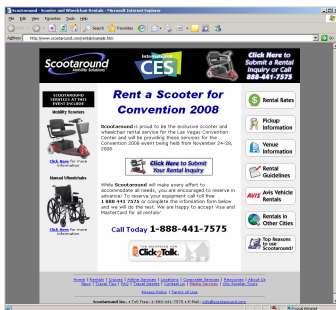
A fleet of scooters is provided for your event, based on its attendance estimates. Equipment is delivered charged and ready for use.



AR (Attendee Reservations)

We deliver the rental equipment directly to the attendee's hotel. Marketing tools are included to increase attendee awareness of the service.

SCOOTAROUND NO-CHARGE SERVICES TO SHOW MANAGERS INCLUDE



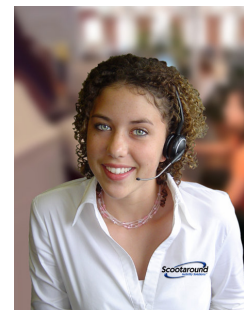
Custom Rentals Web Page

Custom-designed web page with link to showcase your event and automate the rentals process.



Custom Event Flyer Template

Printable flyer with your event's information for mailing to your attendees or to send via e-mail.



7-Day Call Centre Support

Our staff is available 7-days a week for assistance and technical advice about our mobility equipment.

Need More Information?

If you would like more information on how Scootaround can help you with accessible needs and ADA compliancy, please contact the Scootaround Corporate Services Department at (888) 441-7575.



Wireless Services Order

Georgia World Congress Center

285 Andrew Young International Blvd., NW
 Atlanta, GA 30313
 Phone: 404-222-5500
 Fax: 404-222-5514
 http://www.cclid.net
 info@cclid.net

Event Name: _____ Booth #/Location: _____
 Company Name: _____ Event Date(s): _____
 Street Address: _____ City: _____ State: _____ Postal Code: _____
 Contact Name: _____ Telephone #: _____ Email Address: _____

PAYMENT MUST ACCOMPANY ORDER (Please make checks payable to CCLD. Note: We cannot accept checks from foreign banks nor can we accept cash.)

- Check Enclosed Money Order Enclosed Visa Mastercard American Express

Credit Card Number: _____ Expiration Date: _____ Security Code: _____

I HAVE READ AND AGREE TO ALL TERMS AND CONDITIONS OF THIS ORDER. PLEASE SEE BACK PAGE FOR COMPLETE TERMS & CONDITIONS.

Signature: _____ Date: _____ Name as it appears on credit card: _____

Incentive Rates Apply to Orders Received (with payment) 21 Calendar Days PRIOR to First Open Show Date.

WI-FI EXHIBITOR BOOTH SERVICES (MULTIPLE USERS)	INCENTIVE RATES	BASE RATES	QUANTITY	TOTAL
Wi-Fi In Booth Package: Up to 10 Users <i>**(login instructions will be emailed, customer may upgrade to use their own login information below)</i>	\$ 2,500	\$ 3,000		
Wi-Fi In Booth Package: Up to 20 Users <i>**(login instructions will be emailed, customer may upgrade to use their own login information below)</i>	\$ 3,500	\$ 4,000		
Wi-Fi In Booth Package: Up to 50 Users <i>(customer may provide their own Wi-Fi network name (SSID) and password at no additional charge)</i>	\$ 5,000	\$ 6,000		
Wi-Fi Network Name (SSID) and Password <i>** (Available to purchase with 10 user and 20 user packages above)</i>	\$ 750	\$ 1,000		
Please provide Wi-Fi Network Name (SSID) and Password if purchased above				
Wi-Fi Network Name (SSID): _____				
Wi-Fi Password (must be 8 characters & is case sensitive): _____				
Splash Page with Sponsor Logo (Template provided by CCLD) and Redirect Landing Page (URL that is customer specific)	\$ 2,500	\$ 3,000		

The 10, 20 and 50 user Wi-Fi networks above will be rate limited to 5Mbps per user.

WI-FI EXHIBITOR BOOTH SERVICES (PER USER)	INCENTIVE RATES	BASE RATES	QUANTITY	TOTAL
2Mbps Wi-Fi In Booth Connection per user	\$ 300	\$ 350		

This service is available on the exhibit floor and is priced per user. Each device requiring service would need a separate connection. The login information will be emailed after payment is processed and will include the Wi-Fi network name and password(s).

Please note: The above Wi-Fi Exhibitor Booth Services are available on the exhibit floor. For mission critical applications, we recommend using a wired internet connection as Wi-Fi is vulnerable to interference due to many different factors outside of our control. A separate paid network named GWCCWIFI is available exclusively in the lobbies and meeting rooms (excludes exhibit floors) offering a daily rate of \$25 for a 1Mbps connection. A free Wi-Fi network named GWCC Free Wi-Fi is available in the main lobby areas (excludes exhibit floors & meeting rooms).

Subtotal (Wi-Fi Services):	
8.9% Sales Tax:	
Total:	

Please email your order to info@cclid.net or fax to us at **404-222-5514**. A receipt and instructions will be sent after the order is received.

TERMS AND CONDITIONS

1. **Lease of Equipment.** CCLD agrees to lease and provide to Customer, and Customer agrees to lease and obtain from CCLD, the equipment and service described herein or on attached supplement(s), for the rental payment set forth herein, or on such attached supplement (plus all sales, use, and all other taxes due to federal, state, or local taxing authorities, if any, on the lease of equipment and provision of service here under). **Payment For Which Must Accompany Service Orders.**
2. **Term.** The equipment and services will be provided during the dates of the relevant show set forth on the CCLD Service Order Form, subject to the other provisions of this agreement. Prices are subject to change without notice.
3. **Use of PBX Switch and Related Services.** Customer's rental of the equipment shall include the usage of (but not physical access to) the common telecommunication equipment (collectively, the "Switch") serving the Customer at the convention facility identified on the CCLD Service Order Form (the "Building").
4. **Local Exchange Telephone Services.** Local exchange telephone services will be provided by the local telephone company's exchange services and facilities.
5. **Long Distance.** Long distance (interchange) services are provided by CCLD under license agreements with center management (1+ dialing) or arrangements directly between Customer and such other parties (0+ dialing). CCLD or other such parties may process billing for such service. Billing or other questions relating to long distance services should be directed initially to CCLD at the number shown on the CCLD Service Order Form. A \$0.75 surcharge per call will be charged on all Directory Assistance, Toll Free Numbers and Credit Card Calls.
6. **Request for Service; Payment.**
 - (a) Request for special arrangements must be received by CCLD no less than thirty (30) days prior to initial move in date. Custom/ Fiber orders must be received at least 60 days prior to move in date.
 - (b) Personal checks will be accepted with Advance Rate requests only.
 - (c) There will be \$50.00 service charge for all returned checks.
7. **Equipment Management.** Customer will be responsible for returning all telephone sets, hubs, or other equipment and related materials to the CCLD Service Desk within 2 hours of the close of show.
8. **Cancellations.** The equipment and services are being provided by CCLD under a license agreement with the building owner or manager. CCLD may cancel this Agreement and its obligations by notice to customer in the event such license agreement expires or is terminated, in which event CCLD's only obligation shall be to refund any advanced payments made by Customer.
9. **Customer's Duties.**
 - (a) Customer will use the equipment in a careful and proper manner. Customer shall not make any alterations, attachments, or additions to the equipment without CCLD's written consent. Only CCLD employees or approved personnel are authorized to modify system wiring.
 - (b) Customer shall be liable for any loss or damage to the equipment arising from Customer's negligence, intentional act, unauthorized maintenance other cause within the reasonable control of Customer, its representatives, employees, agents, or invitees. In the event of any loss or damage to the equipment for which Customer is liable, Customer shall reimburse CCLD for the reasonable cost of the repair or replacement. **You will be charged upon non-return of the equipment.** Standard Telephone Sets, \$75.00 each; Multi-line Sets, \$300.00 each; Speaker Phone Sets, \$75.00 each; Fax Machines, \$500.00 each; Polycorn Sets, \$300.00 each; Pagers, \$150.00 each; Cellular Phones, \$500.00 each; Hubs, \$300.00 each. Any additional equipment rented by CCLD will have an agreed upon non-return charge amount at time of rental. All charges are subject to a 8% sales tax.
 - (c) The equipment shall remain the sole and exclusive property of CCLD or its assignee, and nothing contained herein shall give or convey to Customer any right, title or interest whatever in the equipment which shall, at all times, be and remain personal property notwithstanding that it may be or become attached to or embedded in the realty. **Customer should pick up equipment and/or instructions at the CCLD Service Desk.**
10. **Events of Customer Default.** Customer shall be in default hereunder if Customer fails to pay when due any rental payment or service charge or any other indebtedness to CCLD, or Customer fails to return equipment to CCLD when required to do so hereunder fails to perform or observe any other obligation or covenant to be performed or observed by Customer hereunder. **No credit will be given for equipment or service cancelled after installation date. Installation date is same as Show Move in date. A \$55.00 process charge per service will be applied to any orders cancelled prior to move in date.**
11. **Remedies of CCLD.** At any time after a default by the Customer, CCLD may terminate this Agreement, by notice to Customer, and repossess the equipment, whereupon customers' right to use the equipment shall cease but Customer shall remain liable for all unpaid charges, and CCLD may apply and retain all or such portion of customers deposit as may be necessary to compensate CCLD for any unpaid charges or damages and expenses incurred on account of such default, or CCLD may exercise any other rights accruing to a lessor under any applicable law upon a default by a lessee.
12. **Limitation of Liability.**
 - (a) CCLD's obligations under this Agreement are subject to, and CCLD shall not be liable for delays, failure to perform or damage or destruction or malfunction of the equipment or services or any consequence of any of the above, caused, occasioned or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failure, explosions, civil disturbances, government regulatory requirements, acts of God or public enemy, war, military or government requisition, shortages of equipment or supplies, unavailability of transportation, acts or omissions of anyone other than CCLD, its representatives, agents or employees, or any other cause beyond CCLD's reasonable control.
 - (b) In all situations involving performance or non-performance of equipment or related programs of services furnished under this Agreement, the Customer's sole and exclusive remedy and CCLD's sole and exclusive liability will be (i) the adjustment or repair of the equipment or replacement of the its parts by CCLD or at CCLD's option, replacement of the equipment, or correction of programming errors or (ii) if, after reasonable and repeated efforts, CCLD is unable to install the equipment or replacement equipment in good working order, or to restore the same to good working order, or to make programming operate, the Customer shall be entitled to terminate this Agreement and receive a refund equal to the excess (if any) of (1) the total amount theretofore paid by Customer to CCLD for equipment and services under this Agreement, or (2) the reasonable value of Customer's use of the equipment and services.
 - (c) **In no event shall CCLD be liable to the Customer or to any other party for special collateral, exemplary, indirect, incidental, or consequential damages, whether such damages occur either prior or subsequent to, or are alleged as a result of, fortuitous conduct, failure of the equipment or services of CCLD or breach of any of the provisions of this Agreement, regardless of the form of action, whether in contract or in tort, including strict liability and negligence, even if CCLD has been advised of the possibility of such damages, or for any damages caused by the Customer's failure to perform the Customer's responsibilities. Such excluded damages include, but are not limited to, loss of profits, loss of use or interruption of business, or other consequential of indirect economic loss.**
 - (d) Customer acknowledges and agrees that neither the owner of the building nor the prime licensee of other party responsible for the event in which the Customer is participating is responsible for the provision of the equipment or the services, and that neither such party shall be liable to Consumer for any failure or defect in such equipment or services.
 - (e) Claims will not be considered unless filed in writing with CCLD by Customer prior to the close of the event identified on the order form submitted.
13. **Indemnification.** Customer hereby assumes liability for and agrees to indemnify, protect and hold wholly harmless CCLD and its agents, employees, officers, directors, and any and all successors and assigns, from and against any and all liabilities, obligations, losses, damages, injuries, claims, demands, penalties, actions, costs, and expenses, including reasonable attorney's fees, in contract, in tort or otherwise, which result from and arise out of the negligent or wrongful use of the equipment or the services, or from the acts or omissions of the Customer or its representatives, agents, employees, or invitees.
14. **Assignment.** CCLD shall have the right to assign its interest under the Agreement to any other party subsequently providing equipment and services to the building.
15. **Entire Agreement; Amendment.** This Agreement and any attached supplement(s) constitute the entire agreement between the parties hereto and supercedes all prior oral or written discussions or agreements. This Agreement may be amended only by a written agreement executed between both parties.
16. **Governing Law.** This Agreement shall be construed under the laws of the state in which the building is located.
17. **Cellular Air Time (Usage).** Cellular services are billed by license agreements with CCLD. Billing for such services will be billed separately by CCLD.
18. **Wireless Applications.** Users of wireless hardware (e.g. 802.11) and/or applications must contact CCLD to coordinate frequency usage.
19. **Exclusivity.** CCLD is the exclusive voice/data communications provider for the GWCCA. As such all outside proxy servers, routers, or any machine used to propagate a single I.P. address to multiply devices are forbidden. Each device, which has the ability to see the internet, must have an I.P. address purchased for that device.



Event Name: _____ Booth #/Location: _____
 Company Name: _____ Event Date(s): _____
 Street Address: _____ City: _____ State: _____ Postal Code: _____
 Contact Name: _____ Telephone #: _____ Email Address: _____

PAYMENT MUST ACCOMPANY ORDER (Please make checks payable to CCLD. Note: We cannot accept checks from foreign banks nor can we accept cash.)

- Check Enclosed Money Order Enclosed Visa Mastercard American Express

Credit Card Number: _____ Expiration Date: _____ Security Code: _____

I HAVE READ AND AGREE TO ALL TERMS AND CONDITIONS OF THIS ORDER. PLEASE SEE BACK PAGE FOR COMPLETE TERMS & CONDITIONS.

Signature: _____ Date: _____ Name as it appears on credit card: _____

Incentive Rates Apply to Orders Received (with payment) 21 Calendar Days PRIOR to First Open Show Date.
ORDERS PLACED ON-SITE ARE SUBJECT TO 20% EXPEDITE FEE.

TELECOMMUNICATIONS SERVICES	INCENTIVE RATES	BASE RATES	QUANTITY	TOTAL
Switched Telephone Line (Must dial 9 for an outside line)	\$ 265	\$ 305		
Dedicated Telephone Line (Telco Line, no dial 9)	\$ 475	\$ 475		
Multi-Line Handset Rental (12-button)	\$ 250	\$ 300		
Polycom Speakerphone Rental	\$ 250	\$ 300		

A credit card must be supplied with this order for long distance service to be provided. A \$0.75 surcharge per call will be charged on all Toll Free (1-800), Directory Assisted and Credit Card Calls. Long Distance charges will be billed within 30 days of move-out and charged to your credit card.

SHARED WIRED INTERNET SERVICES	INCENTIVE RATES	BASE RATES	QUANTITY	TOTAL
High-Speed Internet Connection with 1 IP Address (Wired Drop originates from overhead, please provide detailed location)	\$ 1,195	\$ 1,445		
Additional Device / IP Address	\$ 145	\$ 190		
16-Port Hub Rental	\$ 150	\$ 175		
8-Port Firewall Rental (Includes Configuration)	\$ 495	\$ 525		
25-Foot CAT-5 Patch Cables	\$ 65	\$ 65		
50-Foot CAT-5 Patch Cables	\$ 90	\$ 90		
100-Foot CAT-5 Patch Cables	\$ 150	\$ 150		
Floor Labor Rate, Booth Cabling, etc. (per hour)	\$ 65	\$ 65		
Network Engineering Rate (per hour)	\$ 125	\$ 125		

Customer may utilize their own router (wired or wireless) and cables when using this shared wired service if desired. CCLD does require that an Additional Device/IP Address be purchased for each device utilizing the Shared Wired Internet service.

DEDICATED BANDWIDTH WIRED INTERNET SERVICES	INCENTIVE RATES	BASE RATES	QUANTITY	TOTAL
Dedicated 3Mbps Bandwidth Connection	\$ 3,995	\$ 4,595		
Dedicated 5Mbps Bandwidth Connection	\$ 5,995	\$ 6,595		
Dedicated 10Mbps Bandwidth Connection	\$ 9,995	\$ 10,595		

Dedicated services work well for high bandwidth applications such as webcasting, streaming media, etc. Larger increments of dedicated bandwidth are available upon request.

Subtotal (Telecommunications + Internet Services):
Add 20% Expedite Fee for On-Site Orders:
8.9% Sales Tax:
Total:
Exhibit Floor Internet Connections originate overhead. Please attach a scaled drawing showing service locations with reference to adjacent aisle numbers or booths. If not received, CCLD will place services in the center of the booth. Requests to change location of services will be subject to a \$300.00 Relocation Charge.

TERMS AND CONDITIONS

1. **Lease of Equipment.** CCLD agrees to lease and provide to Customer, and Customer agrees to lease and obtain from CCLD, the equipment and service described herein or on attached supplement(s), for the rental payment set forth herein, or on such attached supplement (plus all sales, use, and all other taxes due to federal, state, or local taxing authorities, if any, on the lease of equipment and provision of service here under). **Payment For Which Must Accompany Service Orders.**
2. **Term.** The equipment and services will be provided during the dates of the relevant show set forth on the CCLD Service Order Form, subject to the other provisions of this agreement. Prices are subject to change without notice.
3. **Use of PBX Switch and Related Services.** Customer's rental of the equipment shall include the usage of (but not physical access to) the common telecommunication equipment (collectively, the "Switch") serving the Customer at the convention facility identified on the CCLD Service Order Form (the "Building").
4. **Local Exchange Telephone Services.** Local exchange telephone services will be provided by the local telephone company's exchange services and facilities.
5. **Long Distance.** Long distance (interchange) services are provided by CCLD under license agreements with center management (1+ dialing) or arrangements directly between Customer and such other parties (0+ dialing). CCLD or other such parties may process billing for such service. Billing or other questions relating to long distance services should be directed initially to CCLD at the number shown on the CCLD Service Order Form. A \$0.75 surcharge per call will be charged on all Directory Assistance, Toll Free Numbers and Credit Card Calls.
6. **Request for Service; Payment.**
 - (a) Request for special arrangements must be received by CCLD no less than thirty (30) days prior to initial move in date. Custom/ Fiber orders must be received at least 60 days prior to move in date.
 - (b) Personal checks will be accepted with Advance Rate requests only.
 - (c) There will be \$50.00 service charge for all returned checks.
7. **Equipment Management.** Customer will be responsible for returning all telephone sets, hubs, or other equipment and related materials to the CCLD Service Desk within 2 hours of the close of show.
8. **Cancellations.** The equipment and services are being provided by CCLD under a license agreement with the building owner or manager. CCLD may cancel this Agreement and its obligations by notice to customer in the event such license agreement expires or is terminated, in which event CCLD's only obligation shall be to refund any advanced payments made by Customer.
9. **Customer's Duties.**
 - (a) Customer will use the equipment in a careful and proper manner. Customer shall not make any alterations, attachments, or additions to the equipment without CCLD's written consent. Only CCLD employees or approved personnel are authorized to modify system wiring.
 - (b) Customer shall be liable for any loss or damage to the equipment arising from Customer's negligence, intentional act, unauthorized maintenance other cause within the reasonable control of Customer, its representatives, employees, agents, or invitees. In the event of any loss or damage to the equipment for which Customer is liable, Customer shall reimburse CCLD for the reasonable cost of the repair or replacement. **You will be charged upon non-return of the equipment.** Standard Telephone Sets, \$75.00 each; Multi-line Sets, \$300.00 each; Speaker Phone Sets, \$75.00 each; Fax Machines, \$500.00 each; Polycorn Sets, \$300.00 each; Pagers, \$150.00 each; Cellular Phones, \$500.00 each; Hubs, \$300.00 each. Any additional equipment rented by CCLD will have an agreed upon non-return charge amount at time of rental. All charges are subject to a 8% sales tax.
 - (c) The equipment shall remain the sole and exclusive property of CCLD or its assignee, and nothing contained herein shall give or convey to Customer any right, title or interest whatever in the equipment which shall, at all times, be and remain personal property notwithstanding that it may be or become attached to or embedded in the realty. **Customer should pick up equipment and/or instructions at the CCLD Service Desk.**
10. **Events of Customer Default.** Customer shall be in default hereunder if Customer fails to pay when due any rental payment or service charge or any other indebtedness to CCLD, or Customer fails to return equipment to CCLD when required to do so hereunder fails to perform or observe any other obligation or covenant to be performed or observed by Customer hereunder. **No credit will be given for equipment or service cancelled after installation date. Installation date is same as Show Move in date. A \$55.00 process charge per service will be applied to any orders cancelled prior to move in date.**
11. **Remedies of CCLD.** At any time after a default by the Customer, CCLD may terminate this Agreement, by notice to Customer, and repossess the equipment, whereupon customers' right to use the equipment shall cease but Customer shall remain liable for all unpaid charges, and CCLD may apply and retain all or such portion of customers deposit as may be necessary to compensate CCLD for any unpaid charges or damages and expenses incurred on account of such default, or CCLD may exercise any other rights accruing to a lessor under any applicable law upon a default by a lessee.
12. **Limitation of Liability.**
 - (a) CCLD's obligations under this Agreement are subject to, and CCLD shall not be liable for delays, failure to perform or damage or destruction or malfunction of the equipment or services or any consequence of any of the above, caused, occasioned or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failure, explosions, civil disturbances, government regulatory requirements, acts of God or public enemy, war, military or government requisition, shortages of equipment or supplies, unavailability of transportation, acts or omissions of anyone other than CCLD, its representatives, agents or employees, or any other cause beyond CCLD's reasonable control.
 - (b) In all situations involving performance or non-performance of equipment or related programs of services furnished under this Agreement, the Customer's sole and exclusive remedy and CCLD's sole and exclusive liability will be (i) the adjustment or repair of the equipment or replacement of the its parts by CCLD or at CCLD's option, replacement of the equipment, or correction of programming errors or (ii) if, after reasonable and repeated efforts, CCLD is unable to install the equipment or replacement equipment in good working order, or to restore the same to good working order, or to make programming operate, the Customer shall be entitled to terminate this Agreement and receive a refund equal to the excess (if any) of (1) the total amount theretofore paid by Customer to CCLD for equipment and services under this Agreement, or (2) the reasonable value of Customer's use of the equipment and services.
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