# Internet Service Contract
## Orange County Convention Center

| | |
|---|---|
| Exhibitor Company Name: | Show Name: **Society of Critical Care Medicine 2020** |
| Billing Company Name: | Show Dates: **02** / **15** / **2020** To **02** / **18** / **2020** |
| Billing Company Address: | Incentive Order Deadline: **January 21st, 2020** |
| City, State / Country, Zip: | Booth / Room #: |
| Contact Name: | Phone Number: ( ) - |
| Contact Email: | Cell Number: ( ) - |
| On-Site Contact: | On-Site Number: ( ) - |

**When your order is processed, you will receive an email with a link to Smart City Networks payment portal.**
**Payment in full is required prior to the event.**

With execution of this document the Customer hereby authorizes Smart City 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.

**View complete Terms & Conditions at: orders.smartcitynetworks.com/tc.aspx?center=099**

| Print Authorized Name Accepting Terms and Conditions: | Authorized Signature Accepting Terms and Conditions: |
|---|---|
| | |

| Dedicated Wired Internet - Routers Allowed | Premium High Speed Wired Internet - No Wired or Wireless Routers |
|---|---|
| Connection speeds of 3Mbps and up | Shared Connection speeds up to 10Mbps, DHCP |
| Required for: | Recommended for: |
| • Web Casting    • HD Streaming    • Routers (wired or wireless) | • Wired Cyber Cafe    • Social Media Feeds    • Multi Media Downloads |
| Includes 5 Static Public IP Addresses | ( Static IP available upon request ) |

**Additional services available — please contact us at (888) 446-6911 or visit our website**
## ORDER ONLINE: **orders.smartcitynetworks.com/Ordering.aspx**
**\*\*\*Incentive rate applies to orders received with payment 21 days prior to 1st day of show move-in\*\*\***

| 1. Shared Internet Services – Routers Prohibited | QTY | Incentive | Base | On-Site | Total |
|---|---|---|---|---|---|
| a.  Premium Internet Service | | $1,095 | $1,395 | $1,674 | |
| b.  Additional Devices for Premium Service | | $150 | $185 | $222 | |
| c.  Upgrade to Public IP Address for Premium Internet Service | | $199 | $299 | $358 | |
| **2. Dedicated Internet Services – Routers Supported** | | | | | |
| a.  Dedicated 3Mbps – Includes 5 Static IP Addresses | | $3,495 | $4,370 | $5,244 | |
| b.  Dedicated 6Mbps – Includes 5 Static IP Addresses | | $5,900 | $7,375 | $8,850 | |
| c.  Dedicated 10Mbps – Includes 5 Static IP Addresses | | $7,850 | $9,810 | $11,772 | |
| d.  Dedicated 15Mbps – Includes 5 Static IP Addresses | | $11,700 | $14,630 | $17,556 | |
| e.  Dedicated 20Mbps – Includes 5 Static IP Addresses | | $15,500 | $19,380 | $23,256 | |
| f.  Upgrade to 29 Public Static IP Addresses | | $995 | $1,194 | $1,433 | |
| **Higher Bandwidth Services Available – Please call (888) 446-6911 for quote.** | | | | | |
| **3. Internet Equipment & Labor** | | | | | |
| a.  Switch Rental – up to 24 ports | | $185 | $225 | $270 | |
| b.  Patch Cable (up to 100') – Cat5e | | $50 | $62 | $74 | |
| c.  Labor / Floor Work – Four Lines Per Hour | | $125 | $125 | $125 | |
| **4. Wireless Customized Hot Spots Available – Please call (888) 446-6911 for quote.** | | | | | |
| **5. Special Quote – Attachment A or Statement of Work (if applicable)** | | | | | |
| **6. Distance Fee of $500 Internet / $100 Telephone for each line outside the convention venue  x  (# of lines)** | | | | | |
| | | | | SUBTOTAL | |
| **Make Checks Payable to SMART CITY SOLUTIONS** Send Completed Orders with Payment To: 5795 W. Badura Avenue, Suite 110  Las Vegas, NV 89118 (888) 446-6911 FAX (702) 943-6001  csr@smartcity.com | | | | ESTIMATED 10% Tax/FEES | |
| | | | | GRAND TOTAL | |
| **Effective January 1, 2020 – December 31, 2020** | Customer No: 2020 – 075 - 965 | | | | |

# Network Security Declaration

**Center:** **Orlando's OCCC (075) - FL**      **Company Name:**

**Show:** **Society of Critical Care Medicine 2020**      **Booth / Room #:**

**Customer / Ref #:** **2020 – 075 - 965**

The Network Security Policy implemented for this Facility requires Customer(s) adherence to several necessary precautions in order for Smart City to maintain a healthy, viable network for all Customers. This declaration of compliance with the security requirements as noted herein is an acknowledgement of Smart City's filtering policies and must be completed, signed by an authorized Customer representative and mailed or faxed to Smart City prior to the requested network service(s) being activated for Customer's usage.

## Network Security Policy:

Smart City requires that all devices directly or indirectly accessing Smart City's network(s) have the latest virus scan software, Windows® security updates, system patches, and any other technological precautions necessary to protect the Customer(s) and others from viruses, malicious programs, and other disruptive applications. Any device(s) which adversely impacts Smart City's network(s) may cause service interruptions to Customer(s) which can lead to disconnection of the Customer's equipment from the network(s), with or without prior notice at Smart City's sole discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and / or problem resolution.

Smart City has implemented filtering policies on all Internet routers. These filters block all inbound Internet Control Message Protocol (ICMP) -- Ping, Traceroute, etc. -- destined to any Smart City Network(s). Smart City understands that Ping and Traceroute are valuable troubleshooting tools; therefore Smart City's Policy does allow ICMP (Ping & Traceroute) packets sourced from any Smart City network(s).

Further, Smart City has implemented filters on the following TCP and UDP port numbers: UDP – 137, 138, 402, 1434 and TCP – 135, 139, 402, 445, 4444.

Customers requiring inbound or outbound access to any of the filtered ports, should contact a Smart City customer service representative in advance of the event with details of the specific requirements so that Smart City may consider the potential of a customized alternative.

Each Customer's business is important to Smart City and with advanced and timely notification of a Customer's needs we are confident that we can provide network services that perform as expected for all clients.

**Please inform all show site personnel about the importance of Smart City's Network Security compliance issues**
**Services are activated after Smart City is in receipt of this signed declaration of compliance with our network security requirements**

Device(s) Operating System:                Total # of Devices Connecting to Smart City's Network:

Type of Anti-Virus Software Installed:        Norton      McAfee      Other:

Virus Scan Last Updated - Date:      /      /        Security Updates Last Performed - Date:      /      /

Are You Renting Computers?      Yes      No      Rental Company Name:

Rental Company Contact:                Contact Number:

With execution of this document the Customer hereby attests that Customer provided equipment, which will be connected to Smart City's network(s) at the above noted Facility and Show / Event 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 equipment and understands the conditions placed on service delivery by this document as well as the potential that additional charges may be incurred should Customer's equipment be found to adversely impact Smart City's network(s) performance. The Customer acknowledges that this Network Security Declaration is part of the Customer Contract allowing Smart City to provide requested service(s) and is subject to change without notice.

Signature                Date

Printed Name                Title

SmartCity®

# Wireless Performance Agreement

**Center:** <span style="color:blue">**O r l a n d o ' s   O C C C   ( 0 7 5 )   -   F L**</span>     **Company Name:** _____

**Show:**     <span style="color:blue">**Society of Critical Care Medicine 2020**</span>     **Booth / Room #:** _____

**Customer / Ref #:** <span style="color:blue">**2020 – 075 - 965**</span>

## Overview

Smart City is the exclusive provider for wired and wireless services for the Facility and has in operation a comprehensive wireless 802.11 network. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time dependent upon the type of service purchased. Router, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. Smart City can engineer custom dedicated network(s) to achieve your company objectives. Please contact us at (888) 614-2637 to discuss your network design.

## Custom Wireless Networks

If you require wireless 5 GHz access for application demonstrations, Smart City is able to build a custom 5 GHz wireless network in your booth.  Please call Smart City at (888) 614-2637 for a custom wireless quote.

## Internal Networks

Smart City is the exclusive provider of all voice, wired and wireless data services.  Wireless Devices not authorized by Smart City are strictly prohibited.  Smart City requires all Customers showcasing their wireless products to contact Smart City 21 days prior to the show move-in so that we may engineer a cohesive network operating without interference (all approvals will incur a Wireless Engineering Management Fee).  Please provide Smart City with the make and model of your wireless router for network approval (wireless access points without adjustable power outputs cannot be authorized under any circumstances).  Wireless devices need to be programmed on-site following Smart City guidelines.

## Customer Acceptance

Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum.  Smart City does **NOT** recommend wireless service for mission critical services such as presentations or product demonstrations that can accept a wired connection.  Per our Terms and Conditions listed on Smart City's Customer Contract, misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. **No service refunds will be given.**

### ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY SMART CITY ARE PROHIBITED.

**I hereby attest that I understand the limitations and vulnerabilities of the wireless service provided by Smart City.  I also understand that if I use this service for any reason including, but not limited to, demonstrating, showcasing or presenting my product(s), Smart City will not be responsible for possible interference that I may experience.  Upon receipt of the completed Smart City Contract, Smart City Services will be activated / available for your use.**

**Signature:** _____     **Date:** _____

**Printed Name:** _____     **Title:** _____

**Email:** _____     **Contact Phone #:** _____

# Floor Plan – Communications Cable

**Center:** **Orlando's OCCC (075) - FL**

**Show:** **Society of Critical Care Medicine 2020**

**Company Name:**

**Booth / Room #:**

**Customer / Ref #:** **2020 - 075 - 965**

**Voice and Data communications cabling.** Smart City is the **exclusive installer** of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunication cable fall under Smart City's area of expertise.

**IMPORTANT!!** Prior to installation of service, a complete floor plan is required. Please utilize this grid should you not have your own floor plan to send us. You may use a different floor plan for each service group (Telephone, Internet, 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 (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale-length and width).

Adjacent Booth or Aisle#

Adjacent Booth or Aisle#

Adjacent Booth or Aisle#

Adjacent Booth or Aisle#

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

**T** = Location of Telephones, 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 Smart City 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 would be more helpful) for Smart City to accurately install your services.

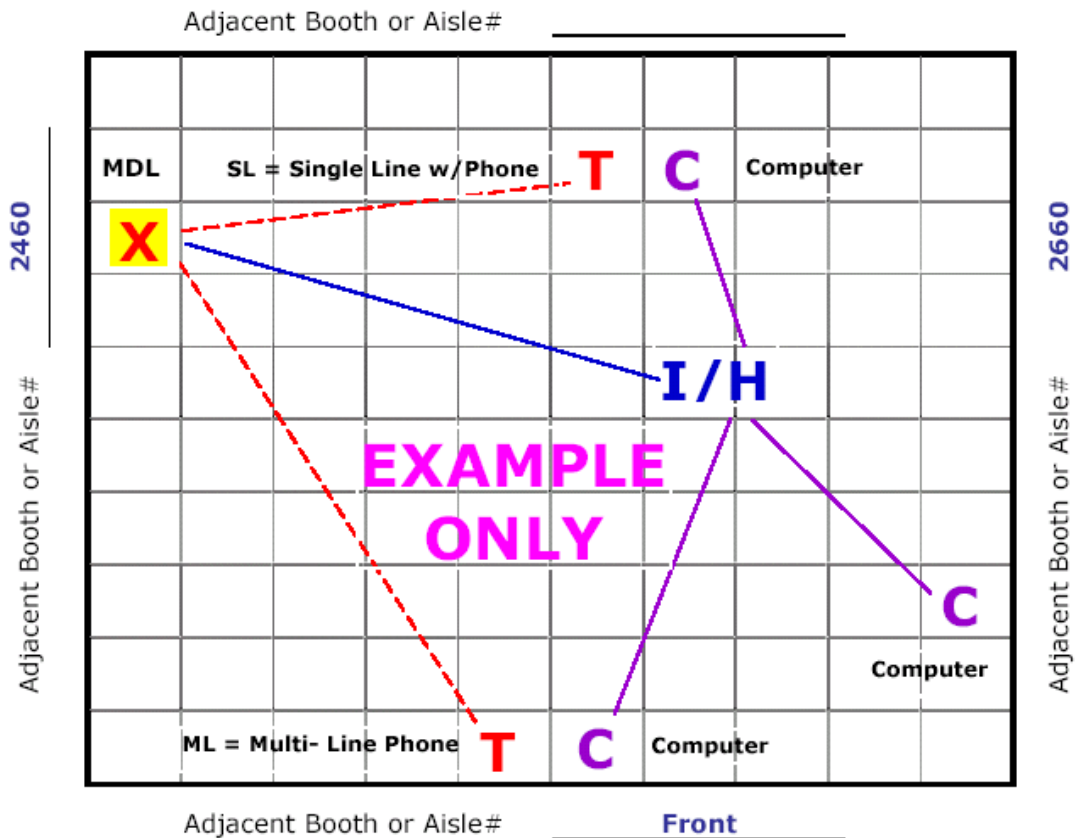**Size** = Booth dimensions (example 10x10) _____ . **Scale** = 1 Box is equal to _____ ft.

SmartCity

# Floor Plan – Communications Cable

**Center:** **O r l a n d o ' s   O C C C   ( 0 7 5 )   -   F L**

**Show:** **ABC Example Show**

**Company Name:** **ABC Example Company**

**Booth / Room #:** **1234**

**Customer / Ref #:** **2020 - 075 - XXX - XXXX**

**Voice and Data communications cabling.** Smart City is the **exclusive installer** of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunication cable fall under Smart City's area of expertise.

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Adjacent Booth or Aisle# _____

2460 — 2660

Adjacent Booth or Aisle#

MDL    SL = Single Line w/ Phone    **T**    **C**    Computer

**X**

**I/H**

**EXAMPLE ONLY**

**C**    Computer

ML = Multi- Line Phone    **T**    **C**    Computer

Adjacent Booth or Aisle#    **Front** _____

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

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**Orientation** = The Booth or Aisle #'s surrounding your booth. A minimum of one surrounding Booth or Aisle # is required (two or more would be more helpful) for Smart City to accurately install your services.

**Size** = Booth dimensions (example 10x10) __**20 x 20**__ . **Scale** = 1 Box is equal to __**2**__ ft.

**SmartCity**®