

RETURN THIS FORM TO:  
 PCC ORDER PROCESSING  
 1101 Arch Street  
 Philadelphia, PA 19107  
 Phone: 215.418.4800  
 Fax: 215.418.4805  
 showservices@paconvention.com

## WIRED INTERNET SERVICE ORDER

(Please read terms and conditions on reverse side)

 Exhibiting Firm: \_\_\_\_\_ Booth No.: \_\_\_\_\_  
 Address: \_\_\_\_\_ Event: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Exhibitor Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone: ( ) \_\_\_\_\_ FAX: ( ) \_\_\_\_\_ E-Mail: \_\_\_\_\_

**CREDIT CARD AUTHORIZATION REQUIRED** for advance order, on-site charges, labor, and materials

IN OUR EFFORTS TO FOLLOW PCI COMPLIANCE SECURITY GUIDELINES AND IN ORDER TO SAFEGUARD YOUR CREDIT CARD INFORMATION, WE CAN NO LONGER ACCEPT CREDIT CARD INFORMATION VIA THIS ORDER FORM.

TO MAKE PAYMENTS VIA CREDIT CARD, PLEASE CONTACT OUR ACCOUNTS RECEIVABLE DEPARTMENT AT 215-418-4793 FOR ASSISTANCE.

**INTERNET SERVICES** (internet upload and download speeds are the same and an IP address is required for each device connected to the internet)

QTY	SERVICE	ADVANCE	STANDARD	TOTAL
<b>Dedicated Public Internet Service will accommodate internet functions such as: viewing streaming video, surfing the internet, viewing websites and checking email. These services provide "real IP's", there are no blocked ports and they will support multiple users with VPN connections.</b>				
	Dedicated Public 9Mb – includes (10) IP addresses, can expand to (28) total IP addresses	\$9,000.00	\$11,250.00	
	Dedicated Public 6Mb – includes (10) IP addresses, can expand to (28) total IP addresses	\$7,000.00	\$8750.00	
	Dedicated Public 3Mb – includes (6) IP addresses, can expand to (11) total IP addresses	\$4,250.00	\$5,310.00	
	Dedicated Public 1.5Mb – includes (6) IP addresses, can expand to (11) total IP addresses	\$2,500.00	\$2,655.00	
	• <b>Additional Dedicated Public IP address (Not internet service)</b>	\$160.00	\$195.00	
<b>Private Internet Service will accommodate general internet functions such as: viewing streaming video, surfing the internet, viewing websites and checking email. These services will not support multiple users with VPN connections.</b>				
	Private 9Mb – includes (4) IP addresses	\$1,800.00	\$2,250.00	
	Private 6Mb – includes (4) IP addresses	\$1,200.00	\$1,500.00	
	Private 3Mb – includes (4) IP addresses	\$1,000.00	\$1,250.00	
	• <b>Additional Private IP address (Not internet service)</b>	\$125.00	\$160.00	
	Dry VLAN connection – This service is not internet access. This service is inclusive of the origination and destination points. Origination Point _____ Destination Point _____	\$600	\$750	
<b>Please Note: Higher bandwidth options are available. Please contact the Show Services department for a quote 215.418.4800 or <a href="mailto:showservices@paconvention.com">showservices@paconvention.com</a></b> <i>Internet service originates at back of booth; please attach the booth floor plan if primary service is required in a location other than back of booth. Data cabling to multiple locations is installed by the event electricians; please contact Utility Services to order this labor (215.418.2190 or <a href="mailto:utilities@paconvention.com">utilities@paconvention.com</a>).</i> <b>TO ORDER ON-LINE VISIT OUR WEBSITE AT <a href="http://WWW.PACONVENTION.COM">WWW.PACONVENTION.COM</a></b>		<b>SUB TOTAL</b>		
		<b>8% SALES TAX</b>		
		<b>TOTAL</b>		

# INTERNET SERVICE ORDER TERMS & CONDITIONS

## 1. INSTRUCTION FOR COMPLETING ORDER FORM

- a. Order must be typed or clearly printed; illegible forms will delay processing.
- b. Services requested at location other than back of booth must include floor plan.
- c. For services and equipment not listed on the service order form, call the PCC Show Services Department for availability and quotes at (215) 418-4800 or e-mail [showservices@paconvention.com](mailto:showservices@paconvention.com)

## 2. EXPLANATION OF SERVICE

- a. Rates shown for services are for the duration of event and includes installation to exhibitor booth in the most convenient manner, in most cases to the back center of an in line booth or perimeter of island and peninsula booths. All services originate from the floor unless otherwise noted or requested.
- b. Advance orders will be installed based on the schedule determined by the General Service Contractor and/or Show Management. On site orders will be processed in the order that they are received at the PCC Show Services Desk.

## 3. RULES & REGULATIONS FOR INTERNET SERVICE

- a. Services provided **may not be** shared by multiple exhibits.
- b. All materials and equipment furnished by Pennsylvania Convention Center and/or its sub-contractors shall remain the property of Pennsylvania Convention Center and/or its sub-contractors.
- c. Pennsylvania Convention Center and its sub-contractors are authorized to cut floor coverings to gain access to utility floor ports should this be required during installation.
- d. The use of any wireless devices including, but not limited to, wireless routers and switches that interfere with the PCC wireless frequency is prohibited.
- e. The PCC does not guarantee the routing, throughput or performance expressed or implied of any data circuits with regards to Internet access, network backbones beyond any facility we service.
- f. The PCC will not supply security services such as firewalls etc. for any data circuit we provide. It is the responsibility of exhibitors or customers to provide such security measures.
- g. The PCC requires that all devices accessing the PCC Network have the latest virus scan software, windows security updates and any other precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device that adversely impacts PCC's network will be disconnected from the network with or without prior notice at PCC's discretion. Additional charges may apply for troubleshooting diagnosis and/or problem resolution.
- h. All Internet and equipment will be collected within 1 hour after close of show; exhibitors are responsible for loss or damage to PCC equipment until PCC staff receives said equipment.
- i. **It is the responsibility of the client to provide the following:**
  1. **Standard 10BaseT Ethernet adapter (RJ 45 Interface) for each computer.**
  2. **Network Driver: TCP/IP**
  3. **Proper configuration of computer equipment for TCP/IP connection.**
  4. **Electrical service for your booth, room, or service location.**

## 4. PAYMENT TERMS & CONDITIONS

- a. **Full payment is due with service order.** Credit Card Pre-authorization for onsite charges is required when placing an order. Acceptable forms of payment are: company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center (PCC)**, and accepted credit cards. **Service orders will not be processed without payment.** Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided. To pay by credit card, please contact our Accounts Receivable Department at 215-418-4793 for assistance.
- b. Advance rates will be applicable to service orders received by PCC 21 days prior to the first day of event move-in or the deadline date noted on front of this form. Service orders received less than 21 days prior to the first day of move-in and on site will be billed at the standard rate.
- c. Third party billing is available upon request. Please contact the PCC Finance Department at 215-418-4793 for approval.
- d. Outstanding balance for services will be automatically billed to the credit card on file.
- e. Credit will not be given for service installed and not used. Services canceled without 21 day prior written notice are subject to a cancellation fee of 25%.
- f. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- g. Cancellation of services must be received by PCC Show Services Department 21 days prior to the event.
- h. Claims regarding services provided by PCC will not be considered unless filed by customer issued prior to the close of show.
- i. **Refunds** of overpayments will be issued by submitting request to PCC Finance Department within 30 days of the close of final invoicing.
- j. For unpaid balances on **pre-approved** invoices, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month by law. The finance charge shall automatically be reduced to the maximum rate allowed. Any excess finance charge received by the PCC shall be applied to reduce the principal unpaid balance or refunded to the payer. This payment Terms & Conditions agreement shall be governed by and construed in accordance of the laws of the Commonwealth of Pennsylvania
- k. International exhibitors are required to make 100% pre-payment for services. Payment may be made by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- l. For companies exempt from sales tax, PCC requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.

**RATES EFFECTIVE July 9, 2019 – APRIL 30, 2020. RATES SUBJECT TO CHANGE AFTER 04/30/20.**