



# INTERNET SERVICE ORDER FORM

Event: \_\_\_\_\_ Event Date: \_\_\_\_\_  
 Company Name: \_\_\_\_\_ Booth/Location: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Ordered By: \_\_\_\_\_ Email Address: \_\_\_\_\_

Return this form to:  
 Salt Palace  
 Convention Center  
 Facility Services  
 100 S West Temple  
 Salt Lake City, UT  
 84101

Or Fax This Form to:  
 (801) 534-6390

Questions? Call Us:  
 (866) 964-6393

Payment must be  
 received before service  
 is provided.

Payment can be  
 made by check  
 Visa, Master Card,  
 American Express, or  
 Discover. See reverse  
 side for conditions and  
 regulations

Please Provide a  
 Diagram of Booth  
 Indicating service  
 location

## 256K INTERNET SERVICES

	QTY	ADV PRICE	STD PRICE	TOTAL
256K Basic Internet Connection <i>One Cat5 Cable delivered to booth. One static/public IP address issued with purchase*. To set up additional units on this line, you must purchase additional IP Addresses. Hubs, cables and networking labor will be needed to hook up multiple devices. No Routers/NAT/Servers, etc allowed.</i>	_____	\$350.00	\$450.00	_____
256K Basic Internet Connection (routers allowed) <i>One Cat5 Cable delivered to booth. One static/public IP address issued with purchase*. Router/Server use approved. Client must provide and program their own router. Salt Palace does not have routers available for rent. Note: too many devices placed on one Internet connection may yield sluggish Internet service. Make sure you order enough bandwidth for all your devices combined.</i>	_____	\$400.00	\$500.00	_____
256K Wireless Internet Connection <i>One static/public address issued with purchase*. Provides access to our wireless in-house network. To set up additional units on this service, you must purchase additional IP Addresses.</i>	_____	\$300.00	\$400.00	_____
Additional IP Addresses	_____		\$75.00	_____

## 768K INTERNET SERVICES

768K Basic Internet Connection <i>One Cat5 Cable delivered to booth. One static/public IP address issued with purchase*. To set up additional units on this line, you must purchase additional IP Addresses. Hubs, cables and networking labor will be needed to hook up multiple devices. No Routers/NAT/Servers, etc allowed.</i>	_____	\$500.00	\$600.00	_____
768K Basic Internet Connection (routers allowed) <i>One Cat5 Cable delivered to booth. One static/public IP address issued with purchase*. Router/Server use approved. Client must provide and program their own router. Salt Palace does not have routers available for rent. Note: too many devices placed on one Internet connection may yield sluggish Internet service. Make sure you order enough bandwidth for all your devices combined.</i>	_____	\$550.00	\$650.00	_____
768K Wireless Internet Connection <i>One static/public address issued with purchase*. Provides access to our wireless in-house network. To set up additional units on this service, you must purchase additional IP Addresses.</i>	_____	\$450.00	\$500.00	_____
Additional IP Addresses	_____		\$75.00	_____

## T-1 INTERNET SERVICES

T-1 Basic Internet Connection <i>One Cat5 Cable delivered to booth. One static/public IP address issued with purchase*. To set up additional units on this line, you must purchase additional IP Addresses. Hubs, cables and networking labor will be needed to hook up multiple devices. No Routers/NAT/Servers, etc allowed.</i>	_____	\$750.00	\$850.00	_____
T-1 Basic Internet Connection (routers allowed) <i>One Cat5 Cable delivered to booth. One static/public IP address issued with purchase*. Router/Server use approved. Client must provide and program their own router. Salt Palace does not have routers available for rent. Note: too many devices placed on one Internet connection may yield sluggish Internet service. Make sure you order enough bandwidth for all your devices combined.</i>	_____	\$800.00	\$900.00	_____
T-1 Wireless Internet Connection <i>One static/public address issued with purchase*. Provides access to our wireless in-house network. To set up additional units on this service, you must purchase additional IP Addresses.</i>	_____	\$700.00	\$750.00	_____
Additional IP Addresses <i>* you will need administrator rights on your computer or other devices requiring static IP's.</i>	_____		\$75.00	_____

## INTERNET EQUIPMENT

8 Port Hub**	_____		\$75.00	_____
Patch Cable** (up to 25')	_____		\$25.00	_____
In Booth Networking Labor, per hour (one hour minimum) <i>(only required for additional services beyond the initial cable drop)</i>	_____		\$75.00	_____

## POINT TO POINT NETWORKING SERVICES

Copper Patch (single pair)	_____		\$150.00	_____
100BaseT Fiber Patch	_____		\$500.00	_____

*For services with additional bandwidth or other custom services, please contact Facility Services at (801) 534-6382 for a quote.*

Credit Card Number: \_\_\_\_\_ SUBTOTAL \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_ TAX (6.85%) \_\_\_\_\_  
 Name: \_\_\_\_\_ (\*\*TAX ON EQUIPMENT ONLY)  
 Signature: \_\_\_\_\_ TOTAL \_\_\_\_\_

# TELECOMMUNICATIONS CONDITIONS & REGULATIONS

## 1. Internet Service Terms

- Wired Internet service is delivered to a single location within your booth. If you purchased wired access for more than one device, you will need a hub and/or switch and cables. We have them available for rent if needed.
- Computers must have network interface cards that support a minimum of 10base T Ethernet. Computers should be configured to support TCP/IP.
- All IP's assigned by the Salt Palace are static. You must have administrator access on all devices that will be using static IP addresses. IP's are assigned approximately one week prior to each event. They can be picked up on-site at the service desk, from our onsite technicians or at the Salt Palace Business Center.
- Purchase and use of Internet services is limited to exclusive use by ordering client, employees and guests. Resell or other unauthorized distribution of Salt Palace Internet services is prohibited.
- Due to the nature of Internet, the Salt Palace cannot guarantee the performance or accessibility of services beyond our gateway.
- The Salt Palace is not responsible for the programming or performance of personal (non-Salt Palace) equipment.

## 2. Security

- The Salt Palace Convention Center does not provide security, such as firewalls, etc on our Internet services. It is the sole responsibility of the customer to provide their own necessary security precautions. The Salt Palace is not responsible for any damages arising from the use of non-secured devices on the network.
- The Salt Palace requires that all devices directly or indirectly accessing our network have the latest virus scan software, Windows® security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs, and other disruptive applications. Any device which adversely impacts the Salt Palace network may cause service interruptions to yourself and others which can lead to disconnection of your equipment from the network, with or without prior notice at our 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.

## 3. Wireless Access Points and Routers

- Wireless access points or routers are allowed within your exhibit booth only, and as far as the appropriate access has been purchased.
- No open broadcasting is allowed without prior written permission. Personal wireless networks must be secured/ encrypted. Unsecured networks will be shut down.
- The Salt Palace is not responsible for overlapping or interfering frequencies from other exhibitors. Any wireless equipment with frequencies that interfere with the Salt Palace wireless network will not be allowed and will be shut down. Other wired arrangements can be made at the exhibitors expense.

## 4. Services & Installation

- Quantities of some services are limited. Please order early to ensure availability. Orders will be filled on a first come, first serve basis.
- All exhibitor services will be disconnected on the last day of the event, thirty minutes after the official closing time.
- Salt Palace Convention Center is not responsible for lost or damaged equipment while in the exhibitors possession. A replacement fee will be assessed on all equipment not returned. Equipment can be returned to the Salt Palace Security Office or the Business Center if a technician is unable to visit you at the close of the event.
- All prices are for rental of materials and equipment. Materials and equipment used in installation remain the property of the Salt Palace Convention Center.
- Under no circumstances shall anyone other than Salt Palace technicians do any special wiring in the convention center without prior written approval. Telecommunication services ordered by outside providers will be placed in the Facility Services Switch Room (MDF). These services will be extended to desired location by Salt Palace Technicians. These services will be assessed co-location fees for service plus wiring and labor.
- Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, over-head drops and/or special set-up or installation of communication equipment. Additional labor charges will be assessed when special services are required.

## 5. Rates & Payments.

- Payment for services must accompany all orders and be paid in full before service is installed.  
NO EXCEPTIONS PLEASE. All payments are in US Dollars. All additional services provided at the show must be paid in full at the time of request.
- Company checks are to be made payable to Salt Palace Convention Center. No personal checks accepted.
- Copies of all charges will be faxed approximately one week after show close.
- Disputes concerning service must be filed with the Facility Services Department prior to the close of the show. Disputes will be resolved by the Salt Palace in a timely manner.

## 6. Changes & Cancellations.

- Notification of cancellation must be received a minimum of ten days prior to show move-in. Any changes made after the ten day cut-off, but before installation begins will be assessed a 20% cancellation fee.
- Credit will not be given once service has been installed.
- All onsite changes to your service will be assessed a minimum charge of \$75.00 per line.

This order form is accurate as of July 1, 2009. If you have received an order form that is more than one year past this date please call (866) 964-6393 to obtain a current form.



Salt Palace  
Convention Center  
Facility Services  
100 S West Temple  
Salt Lake City, UT  
84101

Fax:  
(801) 534-6390

Phone:  
(866) 964-6393