



## SERVICE ORDER FORM

- Telecommunications
- Internet
- Networking

Mail to: CCPI  
 800 Convention Place  
 Seattle, WA 98101  
 On-Line: [www.ccpi.net/seattlecenter](http://www.ccpi.net/seattlecenter)  
 Fax to: 206-505-5498  
 Phone: 888-381-8924

Name of Event: \_\_\_\_\_ Dates of Event: \_\_\_\_\_ Building: \_\_\_\_\_ Booth/Room #(s): \_\_\_\_\_  
 Ordering Firms Name: \_\_\_\_\_ Ordered By: \_\_\_\_\_  
 Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_  
 Telephone #: (\_\_\_\_\_) \_\_\_\_\_ Fax #: (\_\_\_\_\_) \_\_\_\_\_ E-mail Address: \_\_\_\_\_

A.	TELEPHONE SERVICES (Must dial 9 then the number)	QTY.	PRICE	TOTAL
1.	Standard Voice Line - Includes line with telephone. For voice communication only, NOT FOR LAPTOP OR PC COMPUTERS. (Must "dial 9".)		\$150	
2.	Credit Card/Fax Line - Includes line with jack. (Must "dial 9".) <input type="checkbox"/> Check if Phone set is requested		\$150	
3.	Do you want to call Long Distance? (Please circle one) Yes No (LD will be billed to the authorized credit card below, at the close of the event.)			
4.	Optional Telephone Services - Video Conferencing, Multi-Line Phones, Conference Speakerphone, Voice Mail, Call Waiting, Digital Pocket Pager, (Call for Pricing.)			
5.	ISDN Line (Does not include connection equipment)		\$595	
B.	INTERNET ACCESS SERVICES (Includes 1 cable drop w/10-100 Base T & RJ45 jack to your booth or room, 1 computer connected, technical support)	QTY.	PRICE	TOTAL
1.	Shared T1 Ethernet Service with 1 Computer Connection		\$395	
2.	Dedicated Ethernet Service (Full T1 - up to 150 computers connected)		\$4,995	
3.	Each Additional Computer Connected (with #B1 above)		\$50	
4.	Wireless Shared Ethernet Service - 256Kbps - One computer connected. Includes on-site technical support. Available in most locations.		\$395/Week	
C.	MISCELLANEOUS SERVICES	QTY.	PRICE	TOTAL
1.	Equipment Rental - PC's, Hubs, Routers, Switches, Faxes (Call for Pricing)		888-381-8924	
2.	Internal Networking - Room to room, per connection charge.		\$250	
3.	Misc. Labor, VLAN's, Technical Assistance, etc. (Call for Pricing)		888-381-8924	
			SUBTOTAL BEFORE SALES TAX	\$
Wa. State Sales Tax applies to ALL exhibitors without a completed Tax Exempt Form (PER RCW 82.04.070)			WASHINGTON SALES TAX 8.9%	\$
			TOTAL AMOUNT DUE (US DOLLARS)	\$
<b>Payment Options</b> <input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex <input type="checkbox"/> Company Check <input type="checkbox"/> Other I authorize CCPI to bill my credit card for the charges listed above and any additional charges incurred, including any long distance service changes. Credit Card Number: _____ Card Expiration Date: _____ (Must be valid through last day of event) Card Holder (Please Print) _____ Authorized Signature _____		<b>SERVICE PLACEMENT</b> Service will be brought to the rear of the booth. Any variation must be marked on this diagram. Please attach a second page with additional placement information if necessary. (If island booth, please attach a drawing.)		REAR  LEFT                      RIGHT  AISLE
PLEASE COMPLETE SERVICE PLACEMENT DIAGRAM				

SC FORM 05-2007

### CONVENTION COMMUNICATION PROVISIONERS, INC.

800 CONVENTION PLACE, SEATTLE, WA 98101 PHONE: 888-831-8924 FAX: 206-505-5498 E-MAIL: [scinfo@ccpi.net](mailto:scinfo@ccpi.net)  
 Exclusive Telecommunications and Internet Service Provider at the Seattle Center

ORDER ON-LINE AT [WWW.CCPI.NET/SEATTLECENTER](http://WWW.CCPI.NET/SEATTLECENTER)

# TERMS AND CONDITIONS

## TELECOMMUNICATIONS - INTERNET – NETWORKING – MISC. DATA SERVICE ORDER FORM

**PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY. BY PROVIDING AN AUTHORIZED SIGNATURE ON THE FRONT OF THIS SERVICE ORDER FORM OR CLICKING ON THE "PLACE ORDER" BUTTON ON THE ELECTRONIC SERVICE ORDER FORM, YOU ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS.**

**1. PROCESSING THE SERVICE ORDER FORM** requires: **A.** Payment in US dollars for ALL services ordered. **B.** All information on the Service Order Form to be completed. Missing information will delay processing. **C.** Placement instructions for voice and data lines in your booth or room marked on the Service Order Form or a floor plan with desired locations provided. (Default placement is in rear of booths that are in rows, in the center of island booths, and in the front of meeting rooms.)

**2. EQUIPMENT & SERVICE PROCEDURES:** **A. Customer is responsible** for returning all equipment issued by or rented from CCPI in good condition. **B. Lost, stolen or damaged** equipment will be charged to the customer's authorized credit card at prevailing rates. **C. Clients requesting single** line telephone or ISDN service will receive a standard RJ11 jack as a part of the contract pricing. Clients requesting wired; shared or dedicated Ethernet service will receive a standard RJ45 jack as a part of the contract pricing. Clients requesting wireless internet services will receive a username and password that will enable them to access the network through the wireless access points. **D. Standard Voice Line** - standard voice grade line is provided. These lines are *not* for connection to computers. If it is determined that a client is connecting to the Internet through a Single-Line Phone connection, that client's authorized credit card will be charged the prevailing standard rate for the Internet Dedicated Dial-up Connection on the Service Order Form.. **E. All lines will be** restricted from "976", "900", and "10-10" dialing unless otherwise requested in writing and approved by CCPI. A charge will be made for this.

**3. PAYMENTS AND REFUNDS:** **A. Payment in full** is required before service can be connected. **B. The "Payment Options"** section on the Service Order Form must be completed on every service order. By providing an authorized signature on the front of this form or by clicking on the "Place Order" button on the electronic Service Order Form, you authorize CCPI to charge the amount due as pre-payment for services ordered, as well as any charges incurred for additional services ordered during the event, to the authorized credit card. **C. Long distance charges** (\$.50/min Domestic, \$3.00/min International) and charges for all toll calls made will be billed at the close of the event by CCPI to the authorized credit card provided, and added to the client's invoice and statement. CCPI will provide a detailed listing of all calls made on the line at the client's request. CCPI is not responsible for loss of communication services caused by local and/or long distance carriers. **D. Refunds in full** will be granted (except on special order items\*) if requested more than 10 days prior to the event start date. A \$100 charge per each telephone/data line and a \$250 charge per each Ethernet and/or ISDN line cancelled will apply when request for cancellation is made less than 10 days prior to the event start date. (\*Specially ordered services must be paid for in full, including all installation fees, once the order is placed by CCPI. No refunds will be given.) **E. Services installed** but not used will not be refunded. **F. Customer service** issues must be reported to CCPI during the event. In order for a refund to be considered, all claims must be filed in writing with CCPI prior to the close of the event. **G.** There will be a \$50 fee for any returned checks. **H. There will be** a \$50 fee for all wire transfers. **I. A monthly service** charge of 1.5% will be added to invoices 30 days past due. **J.** When a delinquent invoice is turned over to an attorney for collection, all fees and costs incurred will be added to the balance due.

**4. DIAL-UP INTERNET AND ISDN:** **A. Service will be** delivered over a standard RJ11 jack. **B. All lines may** be restricted from "976, 900, 10-10" dialing unless otherwise requested in writing and approved by CCPI. A charge may apply for this. **C. Long distance** charges of \$.50/minute domestic and \$3.00/minute international, as well as charges for all toll calls made (Directory Assistance, 800 Calls, etc.) will be applied to the authorized credit card provided. **D. Telephone and long** distance service providers for services will be CCPI's selected provider(s). **E. Internet connectivity through** a Single-Line Phone connection is prohibited. If it is determined that a client is connecting to the Internet through a Single-Line Phone connection, that client's authorized credit card will be charged the prevailing standard rate for the Internet Dedicated Dial-up Connection on the Service Order Form.

**5. CCPI INTERNET/DATA SERVICES RESPONSIBILITIES:** **A. Wired service will be** delivered over a standard RJ45 jack or 802.11b/g wireless access points. **B. Wired service** is 10/100Mbps over a gigabit fiber-optic backbone. **C.** Wireless service is currently at 11Mbps over a gigabit fiber-optic backbone. **D. Customers will be** issued a user name and password or IP address for each connection purchased. **E. Due to the nature** of the Internet CCPI cannot guarantee any level of performance or accessibility beyond our gateway. The internet gateway has the capabilities to monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet network for all users. **F. The choice of the** Internet Service Provider (ISP) is at the sole discretion of CCPI. If the customer requires that a specific vendor provide these services, arrangements must be made 12 (twelve) weeks prior to the move in date. **G. CCPI does not guarantee** the safety or security of equipment, software, or proprietary information connected to or carried over services installed by CCPI and/or its sub-contractors. **H. CCPI PROVIDES LIMITED FIREWALL SECURITY AND NO ANTI-VIRUS PROTECTION ON OUR NETWORK. CUSTOMER IS RESPONSIBLE FOR PROVIDING THEIR OWN FIREWALL SECURITY AND ANTI-VIRUS SOFTWARE.** As is consistent with other service providers, CCPI is not responsible in any way for damage to equipment or software, loss of proprietary information or network delays or interruptions caused by unauthorized security breaches or intrusions. CUSTOMER SHALL BE HELD LIABLE FOR ANY DAMAGES TO EQUIPMENT, SOFTWARE, OR PROPRIETARY INFORMATION, OR ANY DAMAGES DUE TO NETWORK DELAYS, INTERRUPTIONS, TROUBLESHOOTING AND/OR REPAIR IF THE ORIGIN OF A SECURITY BREACH OR INTRUSION IS DETERMINED TO HAVE ORIGINATED FROM THEIR DEVICE. **IT IS MANDATORY THAT EVERY CUSTOMER TAKE PROPER SECURITY MEASURES TO PROTECT THEIR OWN EQUIPMENT AND SOFTWARE, AND IT IS REQUIRED THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE CCPI NETWORK.**

**6. CUSTOMER INTERNET/DATA RESPONSIBILITIES:** **A. CCPI REQUIRES THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE CCPI NETWORK.** **B. AT NO TIME** shall a client power up any wireless device not provided by CCPI without prior written authorization from CCPI. **C. At no time**, while connected to the CCPI network shall the client use/run their own switch, router, DHCP server or any other Networking device without prior written authorization from CCPI. **D. Customer must** provide a list of all required connections, containing exact location (exhibit booth number, meeting room number, etc.) and type of device being connected (switch, router, hub, PC, etc.) **E. Any customer device** that is determined to be causing interference with the normal operation of the CCPI network must, at CCPI's request, be immediately disabled or disconnected from the network. **F. Customer must** provide all equipment for wired Ethernet properly configured and equipped for a standard Ethernet adapter card rated for 10/100Mbps, RJ45 connection. **G. Internet client** has full, unrestricted access to the Internet. Matters considered improper, offensive, or even unlawful by groups or individuals are not the responsibility of the Internet Service Provider(s) and/or CCPI and/or the site. **H. Customer is** responsible for the proper configuration of equipment and software for the Internet and Ethernet communications. **I. Customer is** responsible for all services outside of basic Internet connectivity, including e-mail services, ftp services, web services, etc.

**7. CCPI'S OBLIGATIONS UNDER** this Agreement are subject to, and CCPI and/or its subcontractors shall not be liable for delays, failure to perform, or destruction or malfunction of the equipment and services, or any consequences of the above, caused, occasioned or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failure, explosions, civic 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 CCPI, its representatives, agents, subcontractors or employees, or any other cause beyond CCPI's reasonable control. In no event shall CCPI be liable to the customer or to any other party for special, collateral, exemplary, indirect, incidental or consequential damages. Such excluded damages include, but are not limited to loss of profits, loss of use or interruption of business, or other consequential or indirect economic loss.

**8. Wireless Services Statement –** Customer is responsible for providing a signed Wireless Services Statement prior to CCPI activating Wireless Service(s) for customer.

**9. COMMUNICATION SERVICES ARE TO BE** ordered by each customer separately, and are not to be shared with other customers. Any customer sharing communication services without written authorization from CCPI shall be charged for that service at standard rates on a complete second Service Order Form. All additional charges will be billed to the authorized credit card at the close of the event.

**10. ONLY CCPI PERSONNEL** are authorized to modify system wiring or cabling. All material and equipment furnished for this service contract shall remain property of CCPI.

**11. ALL CUSTOMER EQUIPMENT** must comply with FCC regulations. CCPI reserves the right to limit use of outside communication devices, including wireless devices.

## WIRELESS SERVICES STATEMENT

Site Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Show Name: \_\_\_\_\_

Booth/Room #: \_\_\_\_\_

### OVERVIEW

CCPI is the exclusive provider for wired and wireless services for the Facility and has in operation a wireless 802.11 a/b/g system. The wireless service offers Internet access at speeds up to 256Kbps, servicing show administration, exhibitors as well as attendees (customers). The actual bandwidth available depends on how many users are accessing the network simultaneously at any given time. Routers, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. CCPI can engineer custom dedicated network(s) to accommodate such special requests. Please call for quote at 888-381-8924.

Wireless service is an entry level service ideal for web surfing and checking web based email. CCPI's wireless network can be accessed throughout the Facility by using a WiFi compatible 802.11a/b/g network card. CCPI offers two levels of wireless service at the facility: **Casual Service**, which is available in designated common areas only (WiFi Access Centers) at 56Kbps speed and with 24 hour telephone tech support only. Casual service may be purchased by the day or in multiple day increments. **Enterprise Service** which is available in exhibit halls, meeting rooms as well as common areas at 256Kbps and with on-site technical support may be purchased by the show or by the day.

Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. CCPI cannot guarantee that interference will not occur. CCPI does not recommend wireless service for mission critical services such as product presentation or demonstrations. For demonstrations or to present products and other mission critical activity, via the Internet, CCPI highly recommends customers(s) purchase hardwired services such as Shared Ethernet or Dedicated Ethernet services.

If you are unsure which of our products will best suit your needs please call our on-site representative at 888-381-8924 and they will be happy to assist you.

### RESTRICTIONS AND SPECIAL REQUESTS

Due to the extensive coverage CCPI provides for the Facility, **NO** customer provided access points are authorized for use within the facility without CCPI prior approval (wireless access points without adjustable power outputs can not be authorized under any circumstances). Customer(s) who attempt to set up their own wireless system can interfere with the CCPI wireless network. Wireless customers may not operate in ad-hoc or peer-to-peer mode due to the potential for interference with other wireless customers. Customers may not operate 2.4GHz or 5.2GHz cordless phones. Customers may not operate 2.4GHz wireless video or security cameras or any other equipment transmitting in the 2.4GHz or 5.2GHz spectrum.

CCPI requires all Customers showcasing their wireless products to contact CCPI 21 days prior to the show move-in so that we may engineer a cohesive network, operating without interference (all approvals will incur a site survey fee). Misuse of any wireless service by any customer 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.**

In order to provide the most robust 802.11a/b/g wireless services possible, CCPI must control the 2.4GHz frequency radio spectrum used by 802.11b and 802.11g (2.412 GHz to 2.462 GHz) and the 5.2 GHz frequency radio spectrum used by 802.11a (5.15 GHz to 5.35 GHz) within the Facility.

### ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY CCPI ARE PROHIBITED

I hereby attest that I understand and agree to the limitations and vulnerabilities of the wireless service provided by CCPI at the Facility. I also understand that if I use this service for any reason including, but not limited to demonstrating, showcasing or presenting my products, CCPI shall not be responsible for possible interference that I may experience. Refunds will not be given for service issues found not to be the fault of CCPI. Upon receipt of this form, CCPI's wireless service and/or customer's authorized wireless access point devices (only with CCPI's prior approval) will be activated/available for your use.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

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