



SERVICE ORDER

- Telecommunications
- Internet
- Networking

Mail to: CCPI
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Portland, OR 97232
On-Line: orders.oregoncc.org
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Name of Event: _____ Dates of Event: _____ Booth/Room #(s): _____
 Exhibiting Firm Name: _____ Ordered By: _____
 Address: _____ City, State, Zip: _____
 Telephone: (____) _____ Fax: (____) _____ E-mail: _____

*****FOR ADVANCE RATE ORDER MUST BE RECEIVED WITH PAYMENT 14 DAYS PRIOR TO THE EVENT MOVE-IN –DATE*****
*****ALL PRICES ARE RUN-OF-SHOW RATES UNLESS SPECIFIED OTHERWISE*****

A. Telephone Services	QTY.	ADVANCE (EVENTS 3 DAYS OR LONGER)	STANDARD (EVENTS 3 DAYS OR LONGER)	DAILY RATE (1 DAY EVENTS ONLY)	TOTAL
1. Standard Voice Line - Includes line with telephone. For voice communication only, NOT FOR LAPTOP OR PC COMPUTERS.		\$225	\$275	\$142 (ADVANCE RATE FOR 2 DAY EVENTS)	
2. Credit Card/Fax Line – Includes line with jack. NOT FOR LAPTOP OR PC COMPUTERS Phone Set Required (Please circle one) Yes No		\$225	\$275	\$142 (ADVANCE RATE FOR 2 DAY EVENTS)	
3. Do you want Long Distance? (Please circle one) Yes No		--	--	--	
4. ISDN Line (Does not Include connection Equipment)		\$500	\$600	No Daily rate for this item	
B. Shared Internet Access Services (Includes 1 line, or cable drop with 10/100 Base T Shared Ethernet & RJ45 jack to your booth or room, 1 computer connection and on-site technical support.)	QTY.	ADVANCE (EVENTS 3 DAYS OR LONGER)	STANDARD (EVENTS 3 DAYS OR LONGER)	DAILY RATE (1-2 DAY EVENTS ONLY)	TOTAL
1. NetExpress 256kbps up/512kbps down – One Device - No option for additional connections		\$450	\$545	No Daily rate for this item	
2. NetBasic 512kbps up/1.54mbps (T1 Speed) down – One Device - No option for additional connections		\$595	\$695	No Daily rate for this item	
3. NetPremium 1.54mbps (T1 Speed) up and down – Includes One Computer connection. Additional connections must be purchased		\$795	\$945	\$315 Per Day	
4. Each Additional Computer Connection		\$125	\$150	\$50 Per Day	
5. Dedicated Internet Service (Call for Options and Pricing)		(503) 731-7931	(503) 731-7931	(503) 731-7931	
6. Exhibitor Wireless Internet 512kbps up/1.54mbps (T-1 Speed) down. One (1) computer connection. Includes on-site technical support. (Available Facility wide including Exhibit Halls)		\$99 Per day Per Computer	\$99 Per day Per Computer	\$99 Per day Per Computer	
C. Miscellaneous Services	QTY.	ADVANCE (EVENTS 3 DAYS OR LONGER)	STANDARD (EVENTS 3 DAYS OR LONGER)	DAILY (1-2 DAY EVENTS ONLY)	TOTAL
1. Switch (Hub)/Cabling (Includes switch rental, cable rental, labor, and on-site support)		\$250	\$250	No Daily rate for this item	
2. Internal Networking		\$200	\$250	No Daily rate for this item	
3. Labor, VLAN's, DHCP, Technical Assistance, Etc. (Call for Pricing)		(503) 731-7931	(503) 731-7931	(503) 731-7931	
			TOTAL AMOUNT DUE (USD)		\$

Payment Options Visa MC Amex Discover Company Check Other I authorize OCC to bill my credit card for the charges listed above and any additional charges incurred. Credit Card Number _____ Card Expiration Date _____ (Must be valid through last day of Event) Card Holder _____ (Please Print) Authorized Signature _____	SERVICE PLACEMENT 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
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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 OCC 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, credit card line or ISDN service will receive a standard RJ-11 jack as a part of the contract pricing. Clients requesting wired; shared or dedicated Ethernet service will receive a standard RJ-45 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 an additional \$150.00 for use as an Internet Dedicated Dial-up Connection. **E. All lines will be** restricted from "976", "900", and "10-10" dialing unless otherwise requested in writing and approved by OCC. 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 OCC 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 (i.e. Directory Assistance, 800 calls) will be billed at the close of the event by OCC to the authorized credit card provided, and added to the client's invoice and statement. OCC will provide a detailed listing of all calls made on the line at the client's request. OCC 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 OCC. No refunds will be given.) **E. Services installed** but not used will not be refunded. **F. Customer service** issues must be reported to OCC during the event. In order for a refund to be considered, all claims must be filed in writing with OCC 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.
- 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 OCC. 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 OCC'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. OCC INTERNET/DATA SERVICES RESPONSIBILITIES:** **A. Service will be** delivered over a standard RJ45 jack or 802.11b/g wireless access points. **B. Wired service** is 10/100Mbps over a 100Mbps fiber-optic and CAT V/VI backbone. Wireless service is currently at 11Mbps over a 100Mbps fiber-optic and CAT V backbone. **C. Customers will be** issued a user name and password or IP address for each connection purchased. **D. Due to the nature** of the Internet OCC 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. **E. The choice of the** Internet Service Provider (ISP is at the sole discretion of OCC. If the customer requires that a specific vendor provide these services, arrangements must be made 12 (twelve) weeks prior to the move in date. **F. OCC does not guarantee** the safety or security of equipment, software, or proprietary information connected to or carried over services installed by OCC and/or its sub-contractors. **G. OCC 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, OCC 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 OCC NETWORK.**
- 6. CUSTOMER INTERNET/DATA RESPONSIBILITIES:** **A. OCC REQUIRES THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE OCC NETWORK.** **B. AT NO TIME** shall a client power up any wireless device not provided by OCC without prior written authorization from OCC **C. At no time**, while connected to the OCC network shall the client use/run their own switch, router, DHCP server or any other Natting device without prior written authorization from OCC. **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 OCC network must, at OCC'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 OCC. **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. OCC'S OBLIGATIONS UNDER** this Agreement are subject to, and OCC and/or it's 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 OCC, it's representatives, agents, subcontractors or employees, or any other cause beyond OCC's reasonable control. In no event shall OCC 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. 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 OCC 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.
- 9. ONLY OCC PERSONNEL** are authorized to modify system wiring or cabling. All material and equipment furnished for this service contract shall remain property of OCC.
- 10. ALL CUSTOMER EQUIPMENT** must comply with FCC regulations. OCC reserves the right to limit use of outside communication devices, including wireless devices.
- 11. ALL FLOOR BOXES** must remain accessible to the OCC technical staff at all times. If any items impede access OCC reserves the right to remove those items to gain access.

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OCC/CONVENTION COMMUNICATION PROVISIONERS, INC.

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