

## Terms & Conditions

1. M.C. Dean, Inc. is the exclusive provider of all Internet, Network and Telecommunication services (wired and wireless) at the Baltimore Convention Center.
2. **Orders** – Customer must provide all information necessary for the effective setup/installation of services while submitting the Telecom Order. Failure to provide this information may result in the delay of order processing and/or installation, and may also cause associated costs to revert to the Standard Rates.
3. **Floor Plan** – Customer must provide floor plan with desired placement of ordered services clearly marked. If Order is submitted without a floor plan, services will be installed to the most logical location as determined by an M.C. Dean representative. Relocation of installed services will incur an additional fee per end-connection that is moved.
4. **Service Installation** – Ordered services will most typically be available for use at least four (4) hours prior to show move-in date/time if Order has been submitted properly. M.C. Dean Service Desk will be available during the show move-in. For afterhours emergency please call 1-800-7MCDEAN, option #3.
5. **Internet/Network Services** – Basic Ethernet access to our core services, with shared internet access up to 2 Mbps is provided for each ordered connection and includes one private IP Address. Routers, Proxy Servers, Streaming Appliances, DHCP, NAT or VOIP are not allowed with any of our shared Internet/Network Services. Customer must purchase additional private IP Address(es) for each node/user/device in order to use internet services. Internet speeds may be increased if necessary. Please call for quote.
6. **Wireless Internet** – M.C. Dean, Inc. is the exclusive provider of wireless services at the Baltimore Convention Center which is provided via 2.4 GHz 802.11b/g/n and 5 GHz 802.11a/n/ac standards at a provisioned rate of up to 2Mbps per device connected. The actual available bandwidth will be dependent upon total number of users/devices simultaneously accessing the network at any given time. Wireless Internet, such as 802.11b/g/n can often prove unreliable due to a number of factors, including, but not limited to, the Wi-Fi technology included in most modern mobile devices (Smart phones, mobile Computers, etc.), third-party exhibitor hotspots, use of roaming hotspot technology by attendees, and interference from surrounding facilities. For these and other limiting factors not specified here, M.C. Dean makes no guarantee of performance for Wi-Fi services operating in the 2.4 GHz band, but will provide onsite engineering support to aid in the maximization of performance and end-user experience for Exhibitors/attendees for the duration of the conference. Wireless routers/ access points/ bridges/repeaters not authorized by M.C. Dean are strictly prohibited. Customers that desire to showcase using their types of wireless equipment must contact M.C. Dean 21 days in advance of show move-in to investigate the potential of M.C. Dean engineering a customized cohesive network to operate without interference to other Customers (applicable charges may apply). Due to interference from mobile devices within the confines of exhibition space, it is highly recommended that all Mobile Hot Spots are turned off. No guest are allowed to connect their wireless devices to the Baltimore Convention Center network without prior arrangement. Please contact M.C. Dean, Inc. at 410-649-7099 with your device Name, MAC address, and network SSID, for approval and/or coordination. Failure to provide this information may result in a delay in accessing wireless services. For all critical or higher-demand internet requirements such as video streaming, product demonstrations, presentations, etc., a wired connection it is recommended. 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 at the discretion of M.C. Dean, **In which, no service refunds will be given.** All wireless access points not previously disclosed and authorized by M.C. Dean are strictly prohibited.
7. **On-Site Technical Support** – M.C. Dean Inc. will provide on-site support during all Conferences experiencing configuration problems. Technical support will be charged to the Exhibitors at the established show rate, with a minimum of 1 hour charge per incident. In the event that an Exhibitor requires technical support, they must sign a form authorizing the support, then signed the closed ticket request acknowledging the work performed and the final amount charged for the service. This amount will be added to the Exhibitor's final bill for telecommunications services. There will be no charge for problems relating to physical connectivity. On-Site Contact: 410-649-7099.
8. **Internet Security** – All customers are responsible to provide their own internet security for all devices. Failure to protect your devices may result in the termination of internet services. Additional Firewall protection services may be available upon request. Please call for quote.
9. **Internet Performance Disclaimer** – M.C. Dean provides no guarantee, either expressed or implied, as to the performance, throughput, routing, nor reliability of core trunk circuits outside of the Baltimore Convention Center.
10. **Long Distance Calls** – Customers must specify in advance of any lines needing Long Distance capability. All lines are otherwise restricted to local only dialing. M.C. Dean will provide a detailed listing of all billable calls made from associated services. Customers are implicitly responsible for any/all long distance calls, to include international, and all other charges associated to their assigned numbers.
11. Any additional cost incurred by M.C. Dean to assist in troubleshooting, diagnosis or problem resolution found not to be the fault of M.C. Dean or collect information required to complete the installation that Customer fails to provide (i.e. floor plans or special circuit numbers) may be billed to the Customer at the prevailing rate.
12. Only M.C. Dean personnel are authorized to modify system wiring or cabling. Material and equipment furnished by M.C. Dean for this service contract shall remain the property of M.C. Dean.
13. **Rental Equipment** - Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment in good working condition to the M.C. Dean Service Desk within one hour following close of the show. If provided equipment is not returned in time the customer will be charged a fee of \$100 per device.
14. **Rates** – Advance rates are applied when a fully completed Order with payment is received no later than 15 days prior to the first day of show move-in. Standard rates are applied to all orders received less than 15 days prior to the first day of show move-in, or orders received on or before 15 days of the show first move-in day but missing payment, or orders placed on site or after show has started.
15. **Taxes** – The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes / Tax surcharges will be included on your final bill.
16. **Cancellation** – All cancellation requests must be in writing. Oral cancellation requests by phone or in person may also be allowed at the discretion of the M.C. Dean Project Manager. Only cancellation requests received at least 3 days prior to scheduled show move-in will be honored and will incur a minimum \$130.00 or 10% cancellation fee (whichever is greater). Additional charges may also apply for orders that have already incurred processing, labor, material, and/or engineering costs. *\*Some specialized broadband services and/or customer-specific services cannot be cancelled once ordered and will continue to be billed at the listed, agreed-to rate. \*Credit will not be given for service(s) installed and not used.*
17. **\*ALL SUSPECTED SERVICE-RELATED ISSUES MUST BE REPORTED TO THE M.C. DEAN SERVICE DESK OR OTHER M.C. DEAN REPRESENTATIVE\***. NO service claim not filed in writing by Customer prior to close of show will be considered.
18. Prices are based upon current rates and are subject to change without notice.
19. **Payment-in-Full must accompany Order.** Credit Card users may fax their orders to 1-877-819-4023 or email them to [BCC\\_support@mcdean.com](mailto:BCC_support@mcdean.com). Credit card charges may appear as "M.C. Dean" or "OpenBand". As a convenience, original credit card authorization will be used for additionally incurred charges as well.
20. Any unpaid balance at close of show will incur a 1 %/month service charge monthly or 10\$ minimum. Additionally any further collection costs and fees will be the responsibility of Customer.
21. M.C. Dean accepts payment in U.S. Dollars, in the form of Cash, Checks, Wire Transfers, or any of the following Credit Cards: Visa, MasterCard, AMEX, or Disco. Checks must be made payable to M.C. Dean, Inc. and mailed to PO Box 532232, Atlanta, GA 30353-2232, Attention: Martin Husbands.
22. For convenient online ordering, please use <http://bcc.mcdean.com>. For service and order inquiries please call 410-649-7097.
23. Due to the cost of processing checks, refunds due in the amount of \$35.00 or less will not be refunded except upon written request.