

## Internet Services Order Form

Phone: 865-522-5669 – Fax: 865-251-6041

Address: Attn. Finance Department – P.O. Box 2543, Knoxville, TN 37901

To Order: complete this form and submit via fax, over the phone or mail.

**DO NOT EMAIL YOUR CREDIT CARD INFORMATION TO THE KNOXVILLE CONVENTION CENTER**

Company Name:	Booth #/ Room:		
Billing Address:	City:	State:	Zip:
Event Name:	Event Run Date(s):		
On-Site Contact:	Phone:	Fax:	
Email Address:			

**Network Service** (Advanced pricing applies if services are ordered 14 days prior to event move-in date; without exception) Ordering is also available on show move-in days at the Exhibitor Service Desk at the standard rates.

**A. BUNDLED INTERNET SERVICES - Best Value ☆ - Inclusive for the Duration of Event. Ordering also available on-site, through the Exhibitor Service Desk at the standard rates.**

Bundled Services: no additional wired connections or hardware (switch) supported	QTY	Advanced	Standard	Total
A1 - Single drop/connection sharing 5 Mbps + 2 <b>Wireless</b> Codes		\$499	\$599	
A2 - Single drop/connection sharing 10 Mbps + 5 <b>Wireless</b> Codes		\$899	\$999	
A3 - Single drop/connection sharing 20 Mbps + 10 <b>Wireless</b> Codes		\$1299	\$1499	

**B. WIRELESS ONLY INTERNET SERVICES - Per Day / Per Device**  
Ordering also available on-site, through the Exhibitor Service Desk.

Exhibitor Wireless Services (per device /per day)	# Devices	# of Days	Price per day	Total
1 wireless device (phone, tablet, laptop, etc.) connected at up to 3 Mbps		1	\$24.95	
		3	\$39.95	
		5	\$54.95	

**C. WIRED PRIVATE BANDWIDTH INTERNET SERVICES - Inclusive for the Duration of Event. Ordering also available on-site, through the Exhibitor Service Desk at the standard rate.**

Wired Services: one wire to your booth with the specified bandwidth -NO hardware provided (switch/cables)	QTY	Advanced	Standard	Total
C1 - Single drop/connection up to 5 Mbps		\$399	\$499	
C2 - Single drop/connection up to 10 Mbps		\$699	\$799	
C3 - Single drop/connection up to 20 Mbps		\$849	\$999	
Custom SSID Hotspot added to C1-3 ONLY (Meeting Room and/or Expo Booth Only, Additional Bandwidth may be required)		\$250	\$350	
Additional Wired Connections - Requires a switch (Not public IP Addresses)		\$100	\$125	
Switch Rental (8 port unmanaged 100 Mb switch)		\$45	\$70	

**C. WIRED PRIVATE BANDWIDTH INTERNET SERVICES - Inclusive for the Duration of Event.**  
**Ordering also available on-site, through the Exhibitor Service Desk at standard rates.**

Wired Services: one wire to your booth with the specified bandwidth -NO hardware provided (switch/cables)	QTY	Advanced	Standard	Total
Switch Rental (8 port managed 1 Gb switch)		\$75	\$100	
Switch Rental (48 port managed 1 Gb switch)		\$150	\$175	
Cable Rental (Up to 50', longer runs require custom cabling consult)		\$50	\$75	

**D. LABOR- Is charged in 4 hour increments per person**

Please write in what day and time the technician is needed.	QTY	Advanced	Standard	Total
IT Technician Labor (Monday- Friday 8am-5pm)		\$50	\$65	
IT Technician Labor (Saturday- Sunday & after 5pm on weekdays)		\$80	\$95	
IT Technician Labor (Holidays- double time)		\$100	\$95	
Date Needed:				
Time Needed:				

Grand Total

\* Custom solutions tailored to your requirements, as well as additional bandwidth and hardware options, are available by calling the numbers or e-mailing IT department below.

**Knoxville Convention Center- IT Department- 865-251-6017**

**E-Mail- [it.admin@asmknoxville.com](mailto:it.admin@asmknoxville.com)**

**Information and Conditions**

Knoxville Convention Center (Supplier) is the exclusive provider for wired and wireless network services at the Knoxville Convention Center. This includes all exhibit halls, meeting rooms, exterior areas and temporary structures. Only the company (its officers, employees and agents) that orders service is authorized to use the Internet connection. This service cannot be re-sold or distributed to any other company or individual. Our rates are based on a per device charge. Each device attached to the Knoxville Convention Center network must pay for networking service. **DISCLAIMER; LIMITATION OF LIABILITY; CUSTOMER'S RESPONSIBILITIES SUPPLIER'S OBLIGATIONS UNDER THIS AGREEMENT ARE IN LIEU OF ALL WARRANTIES, EXPRESS OR IMPLIED. SUPPLIER WILL NOT BE LIABLE FOR INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, THIRD PARTY CLAIMS, LOSS OF PROFITS OR INCOME, OR LOSS OF USE OR OTHER BENEFITS, ARISING OUT OF OR IN CONNECTION WITH CUSTOMER'S USE OR INABILITY TO USE THE SERVICE HEREIN REQUESTED, OR FOR COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS OR PROFITS) WHETHER OR NOT SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. THE SERVICE IS PROVIDED ON AN "AS IS" BASIS. THIS IS IN LIEU OF ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. YOUR EXCLUSIVE REMEDY AND KNOXVILLE CONVENTION CENTER MAXIMUM LIABILITY SHALL BE THE ACTUAL AMOUNT PAID TO KNOXVILLE CONVENTION CENTER WITH RESPECT TO THE DEFICIENT SERVICES. Customers/exhibitors accept responsibility to ensure that all of their files are adequately duplicated and documented. Supplier is not responsible for Customer's failure to do so, or for the cost of reconstructing data stored on disc files, tapes, memories, etc., lost during the performance of service under this Agreement. Supplier will not be liable for loss of funds contained in, dispensed by, or associated with any Services under this Agreement. Supplier will not be responsible for failure to provide service due to strikes or causes beyond Supplier's reasonable control. Services Order Request and Payment. THESE SERVICES ORDERED MUST BE RECEIVED WITH FULL PAYMENT AND/OR CREDIT CARD AUTHORIZATION 14 DAYS PRIOR TO THE START OF SHOW TO QUALIFY FOR THE ADVANCED PRICING. Orders received inside of the 14-day period will be charged the standard pricing. Both wireless access and on-site orders will go through our automated system and will require a credit card for payment. For a wired connection, booth location and location of the Network Connection must be identified to process your order. All monies are collected by the Knoxville Convention Center. All requests for credit or refund should be directed to the Knoxville Convention Center.**

**Information and Conditions**

Credit cannot be given for service installed and not used. Refunds will not be granted for service installed and deemed inoperative due to faulty exhibitor equipment or off-site service problems. A \$50.00 service fee will be charged for all returned checks. Services Installation and Equipment Use for a wireless connection, can be ordered through via, fax, phone, mailed in or ordered on site at the Exhibitor Service desk. For a private wired connection, you will receive access to the Internet via a user ID and password for one device. If you order 14 days prior to the event, connect your machine to the Cat5 cable that is installed at your location. Scan for wireless networks select KCC\_Expo wireless network, the Knoxville Convention Center splash page will pop up. Enter your access code in the box, click on the box to consent to the information and conditions, scroll down and click continue. If you order on-site, go to the Exhibitor Service Desk and they will give you a password. For a public IP wired connection, a printed copy of the full TCP/IP address information will be provided to you prior to the event to facilitate your configuration of the demonstration machine. To connect additional devices to the network you will need to order additional network connections. Please see the Order Form. Enter your IP information into your machine and then connect your machine to the Cat5 cable that is installed at your location. Keep in mind; the Internet is a public domain. We do not guarantee the performance of any connection outside of the facility. Knoxville Convention Center has no control over nor is it responsible for the external network performance once the network traffic leaves the Knoxville Convention Center network and is received by the ISP's router and beyond. (Remember, one (1) public or private TCP/IP address must be ordered for each machine to be connected to the internet. No router, DHCP servers, NAT servers, proxy servers, streaming applications or VOIP are allowed with any of our services. If you require any of these services, we will accommodate your request with a written quotation. Cancellation Policy the Knoxville Convention Center must be notified in writing 14 days prior to show date to cancel any Internet Access Order(s). The cancellation fee is \$200.00. Orders placed inside 14 days of the show cannot be canceled and are non-refundable unless approved by management.

**DO NOT EMAIL YOUR CREDIT CARD INFORMATION TO THE KNOXVILLE CONVENTION CENTER. IF CREDIT CARD IS PREFERRED METHOD OF PAYMENT, PLEASE ORDER VIA FAX, MAIL OR OVER THE PHONE AT 865-251-6051.**

To receive advanced pricing, the order and complete payment must be received by the Knoxville Convention Center a minimum of (14) days prior to the first scheduled move-in day. Advanced orders shall receive priority installation and service. On site ordering is available at standard rates.

**Payment Type:** Please select one.

- AMEX    MASTERCARD    VISA    DISCOVER    CHECK (Must be mailed in or on site)    CASH (On site only)

Customer Acceptance of Information and Conditions (see above).

--	--	--

Customer - Print Authorized Name

Customer - Authorized Signature

Date

Fax to: 865-251-6041 – Phone: 865-522-5669

Mail to: Knoxville Convention Center, Finance Department, P.O. Box 2543, Knoxville, TN 37901

E-Mail- [billing@asmknoxville.com](mailto:billing@asmknoxville.com)

Website-<https://www.kccasm.com/>