SAN MATEO COUNTY EVENTCENTER ON THE SAN FRANCISCO PENINSULA

Internet and Wireless
Return order and payment to: Attn: Events Department
2495 S. Delaware Street
San Mateo, CA 94403

Please Print or Type Name of Show:	**PAYMENT IN U. S. DOLLARS MUST ACCOMPANY ORDER. MAKE CHECKS PAYABLE TO SMEC OR PROVIDE CREDIT CARD INFORMATION ON THE BILLING AND PAYMENT POLICY FORM.**	
Exhibiting Firm Name	**Phone:**	**Bldg Location:**
Address:	**Email:**	
City, State, ZIP	**Dates of Show:**	**Booth #**

Phone: 650-574-3247
Email: EventServices@smeventcenter.com
Effective September 1, 2015

Internet and Wireless Order	Discounted Prices Ordered and PAID IN FULL 30 days in Advance	Standard Pricing Order inside 30 days from Event
Direct daily logon to SMEC Wireless through SMEC portal -1mbps per device per 12 hour time period		15.00
Multiple discount: Device count greater than 200 per day per device	$12.00	$15.00
Multiple discount: Device count greater than 500 per day per device	$10.00	$15.00
1 Secured SSID for 1 device with shared Internet Service of 1 mbps/ per device per day	$100.00	$125.00
1 Secured SSID bundle pack for 5 devices with shared Internet Service of 1 mbps/ per day	$400.00	$500.00
1 Secured SSID bundle pack for 10 devices with shared Internet Service of 1 mbps/ per day	$800.00	$900.00
1 Secured SSID bundle pack for 20 devices with shared Internet Service of 1 mbps/ per day	$1,500.00	$2,000.00
1 Secured SSID bundle pack for 50 devices with shared Internet Service of 1 mbps/ per day	$3,400.00	$5,000.00
1 Secured SSID bundle pack for 100 devices with shared Internet Service of 1 mbps for 3 day event	$5,000.00	$8,000.00
Additional devices per mbps	$20.00	$25.00
IT onsite support (2- hour minimum charge) Must order a minimum of 72 hours in advance.	$175.00/hr.	$175.00/hr.
Cat 6 Cable – 15 Ft	$20.00	$30.00
Cat 6 Cable – 50 Ft	$85.00	$100.00
Cat 6 Cable – 100 Ft	$175.00	$200.00
Cat 6 Cable – 200 Ft	$350.00	$400.00
Please request quote for additional Internet access needs exceeding 1mbps or Internet needs not listed.		

The SMEC will provide standard 10/100 mbps switched Ethernet based connections with RJ-45 connectors to each specific location specified. The SMEC will issue proper IP addresses and relevant information upon completion of the order form and payment for services.

The customer must provide all network, computer hardware and software to be used in the rented space, as well as the proper configuration for such equipment. The SMEC cannot provide technical support on any issues related to the configuration of your computer equipment/devices. It is the customer's sole responsibility to provide administrative rights to configure computers/devices.

Total Amount Due: $_____

Customer acceptance of terms and conditions
Initial _____Date _____

Customer Billing information Name

Form of Payment: Check____ Credit Card____

Credit Card No.
_____

Sec No._____

Exp date: _____ Mastercard, Visa and Amex only accepted

For Cat 6 cable drop, please indicate drop location on floor plan with orientation. A move fee of $100.00 per line will be charged to relocate the circuit after it is installed.

LIMITATION OF LIABILITY

Except for claims for physical injury to persons, SMCEC and its suppliers or subcontractors will not be liable for any special, or consequential damages or for loss, damage or expense directly or indirectly arising from customer's use or inability to use the system either separately or in combination with other equipment or software or for commercial loss of any kind (including loss of business profits) based upon breach of warranty, breach of contract, negligence, strict tort or any other legal theory whether or not SMCEC or its suppliers or its subcontractors have been advised of the possibility of such damage or loss In no event shall liability exceed a refund of amounts actually paid to SMCEC by company for their network attachment. Should there be a failure in connectivity performance as outlined above, customer will not be required to pay for connectivity for the prorated portion of service during which the failure occurred. The prorated amount will be calculated by dividing the time of failure by actual event hours as determined by the operational hours of SMCEC management. In the event that the failure of connectivity is caused by a failure or disruption of SMCEC's internet service provider, SMCEC shall take all reasonable and necessary steps to obtain whatever credits available from the provider and will credit those amounts against customer's master account or make a cash refund to customer if the account has been paid in full. This shall be the limit of SMCEC's liability. Whenever used in this contract, the term "SMCEC" shall mean and refer to San Mateo County Event Center; hereinafter "SMCEC".

TERMS AND CONDITIONS

1. Payment and order must be received no later than 30 days prior to the event opening to qualify for discount rates.

2. Please provide all information requested on the form for speedy processing of your contract/service order.

3. Conditions for processing service contract/On-time Installation

a) Payment for service must accompany service contract.

b) Personal checks will not be accepted less than 30 days prior to the event. Company checks must be made payable to SMCEC.

c) Incomplete forms will delay processing.

d) Location of circuit in booth must be designated on the floor plan or customer provided diagram must be submitted to your Event Manager.

e) Bldg and location of services must be identified on face of form.

f) Customer provided/ordered circuits must be installed and working 1day before show move-in.

4. Any problems should be reported to CBX@smeventcenter.com.

5. Claims will not be considered unless filed in writing by Customer prior to the close of show.

6. Any additional cost incurred by SMCEC to 1) assist in trouble diagnosis or problem resolution found not to be the fault of SMCEC or 2) collect information required to complete the installation that customer fails to provide may be billed to the customer at the prevailing rate.

7. Only SMCEC personnel are authorized to modify system wiring or cabling. Material and equipment furnished by SMCEC for this service contract shall remain the property of SMCEC.

8. Use of Network Connection:

A. The network attachment to be provided by SMCEC may be used only by the directors, officers, and employees of the company, its guests, its agents and consultants while performing service for the company and cannot be resold or distributed to other companies. The services being provided by SMCEC will facilitate communications between the Company's authorized users and the entities reachable through the national Internet. Users of SMCEC equipment and network services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.

B. Users of SMCEC services shall not disrupt any of the SMCEC or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with SMCEC or other associated networks. SMCEC services shall not be used to transmit any communication where the meaning of the message, or its distribution, would likely be highly offensive to the recipient or recipients thereof.

C. All devices for which SMCEC provides Internet or Networking connectivity shall be required to obtain a SMCEC assigned IP address.

D. SMCEC will provide standard 10/100Mbps switched Ethernet-based connections with RJ-45 connections to each location as specified by the client. All data transmissions from connected client computers will be handled via copper and fiber optic- based transmission media and routed/repeated as necessary to conform to Ethernet-based connectivity Standards. SMCEC will only be responsible to the end of that connection or SMCEC provided device.

9. Wireless Specific: The use of any wireless device that interferes with the facility's wireless data frequency is prohibited.

10. Internet Performance Disclaimer: SMCEC does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit(s) connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. SMCEC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet network for all users.

11. Internet Security Disclaimer: SMCEC does not provide security, such as but not limited to firewalls, etc… for any data circuit(s) we provide. It is the sole responsibility of the customer to provide any necessary security. With execution of this document the customer is agreeing to the Terms and Conditions of this document and will hold SMCEC, its agents and contracts harmless for any and all liabilities arising from the use of non-secured circuits. **The client is responsible for Anti-Virus protection on all devices.** SMCEC requires that all devices directly or indirectly accessing the SMCEC network and Internet connection must have the latest virus protection software, windows security updates, system patches and any technological cautions available/ necessary to protect the SMCEC network, yourself and others from viruses, worms or any malicious programs and other disruptive appliances.

12. Cancellation – No credit will be given for service cancelled after installation. Rates include all applicable taxes. A fifty ($50.00) processing charge will be applied to orders cancelled prior to installation. Credit will not be given for service installed and not used.

13. The exhibitor must provide any services (email, ftp,http servers, etc.) that are required. The SMCEC provides standard Internet connectivity, including use of DNS servers. Installations will bring the service to the requested location in the most convenient manner, and do not include any computer equipment, special wiring, or additional labor. The SMCEC Internet network is a TCP/IP network only. Please configure your computer equipment for the TCP/IP protocol only. Any connections transmitting protocols other than TCP/IP (i.e.: IPX, NETBEUI, etc.) with addresses assigned by the SMCEC, will be disconnected until the non-TCP/IP protocols are removed.

14. End user is responsible for compliance with all applicable federal, state or local laws pertaining to use of the Internet