



SMART CITY
 9800 INTERNATIONAL DRIVE
 ORLANDO, FL 32819
 888-614-2637
 407-685-2015 (FAX)



ORLANDO'S ORANGE COUNTY
 CONVENTION CENTER

SHOW MANAGEMENT TELEPHONE SERVICES

Company Name		Booth	Show Name
Billing Name		Show Dates / / To / /	
Billing Address		Incentive Order Deadline:	
City, State/Country, Zip		E-Mail	
Contact	Telephone Number () -		Fax Number () -
Credit Card No.	Expiration /	Cardholder Signature (1)	Print / Type Cardholder Name

Description of Service	Type	QTY	Incentive	Base	+ Long Distance / Equip Deposit	Total
1. Standard Line (PBX Service, must dial 9 then number)						
a. Line without a telephone (Unrestricted Long Distance)	LO-UNR		\$ 165	\$ 235		
b. Line without a telephone (800 & Local Calls Only)	LO-CC		\$ 165	\$ 235		
c. Line without a telephone (Local Calls Only)	LO-TLD		\$ 165	\$ 235		
2. Equipment Rental – Telephone Instruments (without line)						
a. Telephone – Single Line Instrument (upon request)	SL		No Charge	No Charge		
b. Speakerphone – Single Line Instrument	SP		\$ 60	\$ 85		
c. 10 – Button Multi-Line Telephone W/Speakerphone *	MS		\$ 135	\$ 193		
d. 10 – Button Multi-Line Telephone W/Speakerphone & Display *	MS-D		\$ 175	\$ 250		
e. Teleconference Unit, Poly-Com	PL		\$ 175	\$ 250		
* Each Additional button used (Line or Feature)	SFP		\$ 23	\$ 23		
* Multi-Line Phone includes one (1) Main Number and (1) Roll-Over Line.						
3. Special Telephone Services						
a. Voice Mail	VM		\$ 22	\$ 31		
b. Move, Changes and Programming Changes – Single Line / each	MF/RF		\$ 50	\$ 50		
c. Move, Changes and Programming Changes – Multi-Line / each	MF/RF		\$ 60	\$ 60		
4. Other _____ (call 888-614-2637 for quote)						
5. Move – In / On Site order fee of \$75 per line (if ordering service after show move-in has started). x (number of lines)						
					SUBTOTAL	
					ESTIMATED 14.45% TAX / FEES DEPOSIT = SUBTOTAL x 14.45%	
					GRAND TOTAL	

*** Incentive Price applies to orders received 21 days prior to the 1st day of the show move-in. ***

Notes:

- See T's & C's # 11. Deposits are waived with a valid credit card on file.
- For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.
- Smart City accepts payment in US dollars drawn on a US Bank or a credit card (AMEX, VISA, MC). Make all checks payable to: **Smart City**.
- Smart City Federal ID is 22-3810189.
- Customer provided / ordered circuits must be installed and operational 2 days prior to show move-in. Customer must provide Smart City with Circuit Number and provider's name.
- Attach any required additional floor plans/diagrams.
- Equipment and Line Services will be taxed at the prevailing State, Federal or Local taxes in effect at the time of the event. Taxes subject to change by the taxing authorities of Florida.

***** Credit card authorization must be on file for All Services and Applicable Taxes / Fees. *****

Customer Acceptance of Terms and Conditions: _____ Date: _____

<p>Indicate location in Booth with an X.</p> <p>Island <input type="checkbox"/></p> <p>Standard <input type="checkbox"/></p> <p>Important! Important! Important!</p> <p>Include floor plan w/orientation. A move fee starting at \$50 per line may apply to relocate the circuit after it is installed.</p>	<p>FOR SMART CITY NETWORKS USE:</p> <p>Type of Service _____ Show Management No. 2010 - 075 -</p> <p>Extension #(s) _____ Payment Rec'd _____</p> <p>Special Instructions _____</p> <p>_____ MKTG _____ DATE _____</p>
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Smart City-75T 1/11/10

LIMITATION OF LIABILITY

Except for claims for physical injury to persons, SMART CITY 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 SMART CITY or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. Some states do not allow limits on warranties or on remedies for breach in certain transactions, in such states, the limits in this section may not apply. In no event shall liability exceed a refund of amounts actually paid to Smart city by company for their telecommunications service(s).

(1) All Show Management contracts are solely between SMART CITY and the prospective Show Management; (2) SMART CITY is not the employee, agent, or partner of the Facility; (3) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Show Management, under any Show Management Contract including without limitation, the obligation to provide any of the services covered by such Show Management Contract; (4) No representations or warranties are being made by the Facility with respect to any Show Management Contract or any Communications Services; (5) The right of the Show Management to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the Facility will have no obligation to continue providing such services unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the Show Management Contract are separate and independent from the provisions of the Show Management's lease space in the building and shall not affect the Show Management's obligations under such lease and without limiting the foregoing, in no event shall any default by SMART CITY under the Show Management Contract or any failure with respect to any Communications Services have any effect on any Show Management's obligations to the Facility under any lease or any other occupancy agreement between such Show Management and the Facility.

TERMS AND CONDITIONS

1. **Order** must be received no later than 21 days prior to the first day of the show move-in to obtain the **Incentive/Discount Rate. Base Rate** applies to all orders received from (1) to (20) Twenty days before the show has started. If ordering on site or after show move-in has started there is a **\$75.00 per line** charge applied to the base rate.
2. The prices on this contract do not include Federal, State or Local Taxes. Taxes will be included on your final bill.
3. Please provide all information requested on the form for speedy processing of your contract.
4. **Conditions for processing service contract/On-time Installation:**
 - a. Payment for service must accompany contract – if Show Management / Association has a valid credit card on file and is in good standing financially (prompt payment history) they qualify for extended Net 30 day billing on 25% of bill with 75% advance payment due prior to show.
 - b. Incomplete contract forms will delay processing.
 - c. Booth number(s) must be identified on face of form.
 - d. Location of circuit in booth must be designated on form or customer provided diagram 2 days before move-in date.
 - e. Customer provided /ordered circuits must be installed and working 2 days before show move-in.
 - f. Orders /changes received within 3 days of show move-in will be worked after other orders are complete.
5. Credit will not be given for service installed and not used.
6. **Equipment Management:**
 - a. The Show Manager will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment (with the exception of the complimentary analog single line phone instruments) to the Smart City Service Desk by 5:00 p.m. the day following close of the show. Any other damaged or non-returned equipment will incur charges for replacement.
 - b. The Smart City Service Desk will be open to handle equipment rentals during move-in and show.
7. Any problems should be reported to the Smart City Service Desk or to Smart City main office at 1-407-685-2000; 1-888-614-2637.
8. **Any additional cost incurred by SMART CITY to: 1) assist in trouble diagnosis or problem resolution found not to be the fault of SMART CITY or 2) collect information required to complete the installation that customer fails to provide may be billed to the Show Management at the prevailing rate.**
9. Claims will not be considered unless filed in writing by Show Management prior to close of Show.
10. Only Smart city personnel are authorized to modify system wiring or cabling. Material and equipment furnished by Smart city for this service contract shall remain the property of Smart city.
11. **Long Distance and Directory Assistance:**
 - a. Toll restricted requests will restrict lines to local only or local and "1-800" type calling only. Local calls are intended to be at no charge, however, Local call charges can be incurred on some local area/zone prefixes. All other "1+" or "0+" dialing will be restricted (this includes all long distance calls).
 - b. All lines will be restricted from "976" and "900" dialing unless otherwise requested.
 - c. USA Long Distance is \$0.74 per minute.
 - d. Smart City will provide a detailed listing of all billable/long distance/local type calls made on the line.

All "1-800, 950" and credit card calls will be at no charge for the first 10 minutes. A \$0.30 per minute charge will apply to the duration of the call that is over 10 minutes.

A \$0.50 surcharge per call will be charged on all directory assistance, Information, 0+ and Operator assisted calls.

NOTE: THE SHOW MANAGEMENT/ASSOCIATION IS RESPONSIBLE FOR ALL LOCAL, LONG DISTANCE, DIRECTORY ASSISTANCE AND OPERATOR ASSISTED CHARGES AGAINST ASSIGNED TELEPHONE NUMBER(S).

12. The number(s) assigned to you are for the duration of this event only. Service cannot be moved or transferred outside of the Center and intercept service cannot be provided.
13. There will be a \$25.00 service charge for all returned checks.
14. Due to the cost of processing, any refunds due in the amount of \$15.00 or less for checks and \$5.00 or less for credit cards will not be refunded except on request.
15. **CANCELLATION** - Cancellations must be in writing a minimum of fourteen (14) days prior to the scheduled first show date to receive a full refund less a \$35.00 administrative fee. Additional cancellation charges will apply (Minimum \$150 or 10%, whichever is greater) for orders that have already incurred processing, labor, material, and/or engineering costs. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed / quoted.
16. Prices are based upon current rates and are subject to change without notice.

Complete and Return To

*** ORDERING SERVICES ***

MAIL CHECK OR FAX PAYMENT W/ORDER TO:

SMART CITY
 9800 INTERNATIONAL DRIVE
 ORLANDO, FL 32819
 (888) 614-2637 FAX (407) 685-2015

*** FLOOR PLANS ***

MAIL OR FAX FLOOR PLANS TO:

SMART CITY
 9800 INTERNATIONAL DRIVE
 ORLANDO, FL 32819
 (888) 614-2637 FAX (407) 685-2015

Floor Plan – Communications Cable

Center: _____
 Show: _____

Company Name: _____
 Booth / Room #: _____
 Customer / Ref #: _____

Voice and Data communications cabling. Smart City is the **exclusive installer** of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunication cable fall under Smart City's area of expertise.

IMPORTANT!! Prior to installation of service, a complete floor plan is required. Please utilize this grid should you not have your own floor plan to send us. You may use a different floor plan for each service group (Telephone, Internet, etc.) or combine all services on one floor plan. For a floor plan to be considered complete it **must** include all the information listed below (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale-length and width).

Adjacent Booth or Aisle# _____

Adjacent Booth or Aisle# _____

X = Main Distribution Location (**MDL**) – The originating line(s) for service, whether from overhead, a floor pocket or a column, will be delivered to a "MDL" before being distributed within your booth. Example: Storage area, back of booth, etc. (unless specified, the default for the "MDL" will be the back of the booth or at Smart City's discretion, the most convenient location). All distribution of services to their final destination within the booth will originate from the "MDL". A per line move fee will apply to relocate services within your booth after they have been engineered and / or installed.

T = Location of Telephones, Fax lines or other telecommunications equipment "T".

I / H / PC / C = Location of primary Internet Service "I", Hubs "H", Patch Cables "PC" and / or Computers "C". For Smart City to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

Orientation = The Booth or Aisle #'s surrounding your booth. A minimum of one surrounding Booth or Aisle # is required (two or more would be more helpful) for Smart City to accurately install your services.

Size = Booth dimensions (example 10x10) _____. **Scale** = 1 Box is equal to _____ ft.



Telephone Services Overview

A – Z Introduction to Services – Smart City offers PBX dial “9” service with 1 + direct toll calling, Dedicated Line, non dial “9” service and extension of 3rd Party Circuits. Telephone lines provided by Smart City are provisioned and installed with unrestricted long distance access (UNR), which provides dialing capabilities to local, 800# type calls and any U.S. domestic and International calling. PBX telephone lines are restricted from 900 and 976 dialing unless otherwise requested. Upon request PBX service can be restricted to (a) local calls only (TLD) or (b) local and 800# type calls only (CC).

Basic Line (analog PBX dial “9” access) – Provides a basic telephone line with a single PBX number (telephone instrument optional). Customer(s) must dial a “9” to access an outside line. Customer(s) purchasing a telephone instrument with the line may keep the instrument. A deposit must accompany order(s) for each line with access to long distance, 800# type calls and local toll calls (when applicable). Not recommended for modem use.

Calling Features / Customized Programming – Custom calling features are available including intercom, speaker phones, calling restrictions, call waiting, forward no answer, call forwarding, hunt groups and voice mail. Please call customer service at 888-446-6911 to request these special programming features.

Dedicated Line (analog non dial “9” access) – Analog circuit that is best for modem and credit card machine usage. Customers purchasing a telephone instrument with the line may keep the instrument. A deposit must accompany order(s) for each line as Dedicated Lines CANNOT be toll restricted or restricted from 800 dialing. There is no guaranteed data type speed with the Dedicated Line. Customers requiring a high speed connection should consider one of Smart City’s broadband services.

Dry Pair – See “Special Line Services”.

ISDN Line – An ISDN BRI circuit (2B + D) and its two SPID numbers (provides up to 128 Kbps of throughput). Standard set up is alternate Voice and / or Data on both B channels. A deposit on both channels is required for long distance services and local calls (when applicable), as ISDN circuits CANNOT be toll restricted.

Multi-Line Phone Services and Speaker Phones (dial “9” access) – One Multi-Line telephone instrument with one primary telephone number and one “roll over” number. Multi-Line telephones are programmed exclusively for Smart City and will not work with any other telephone circuit. Must dial “9” to access an outside line. A Multi-Line instrument(s) set can have up to 14 configurable keys (default is 7) in addition to the Hold key, Release key, and Volume control bar. This instrument can also accommodate a key expansion module for additional feature keys. Transfer, conference, and forwarding features are normally included. Speakerphone capability can be added for an additional charge. A deposit must accompany order(s) for each Multi-Line telephone instrument and each line requiring access to long distance, 800# type calls and local toll calls (when applicable).

Ring Down Line – Provides a telephone line with a telephone instrument (optional) that is programmed to automatically ring to a pre-determined phone number. Typically does not receive incoming calls.

Special Line Services (Dry Pair - Extended 3rd Party Circuits) – Extension of a Customer’s service(s) ordered from the local Telephone Co. or other Provider (e.g. Sprint, Bell Telephone, AT&T etc.). The 3rd party provider will bring the circuit to the Facility Demarc and Smart City will be responsible for extending services to the Customer’s booth. Customer must order a Dry Pair Extension from Smart City. This includes Analog telephone lines, ISDN, DSL, T-1, DS-3, OC-3, or any other special circuit not provided by Smart City. If utilizing an outside carrier for telephone service, Customer(s) will need to obtain the telephone number and / or circuit number from them and provide that information to Smart City. For ISDN service please indicate the SPID #s, for T-1s or other special circuits we need to have an installation date, the carrier name and contact, and the circuit ID# so we can identify and extend the proper circuit. Consult the Order Form for extension prices.