

Internet Services Order Form

The Sydney Convention and Exhibition Centre offers a wide range of internet connection services to exhibitors. To order these services, please complete this form, read and sign the Terms and Conditions (page 2) and then return both pages, along with your completed **Exhibitor Account Form, no less than 14 DAYS PRIOR*** to the move-in of your event to:

Exhibitor Services
 Sydney Convention and Exhibition Centre
 Telephone: (02) 9282 5499 Fax: (02) 9288 6463 Email: exhibitorservices@scec.com.au

Name of Event: _____ **Date:** _____ **to** _____

Stand Name: _____ **Stand Number:** _____

| Internet Services DHCP internal IP address supplied | 1 to 2 Days | 3 to 7 Days | Over 7 Days | Requirements | |
|--|---|----------------|---|--------------|------------|
| | | | | Quantity | No of Days |
| 256K Internet Connection 500Mb download** | \$250 | \$275 | \$495 | | |
| 512K Internet Connection 500Mb download** | \$275 | \$330 | \$770 | | |
| 1Mb Internet Connection 1Gb download** | \$330 | \$495 | \$1,100 | | |
| 2Mb Internet Connection 2Gb download** | \$495 | \$1,100 | \$1,650 | | |
| <input type="checkbox"/> Tick if required | Static Public IP Address 2 supplied on request | | \$33 Per Additional Address Limits may apply | | |

Please attach floor plans indicating required location of cable position and stand orientation within the exhibition hall. Note: relocation fees will apply.

Exhibitor Account Form has been attached / submitted (please tick)

Please note: this form will not be processed unless the above information is completed and supplied along with your Exhibitor Account Form.

* Orders received after this time will be provided subject to availability and will incur a late fee as detailed in the Terms and Conditions on page 2.

** Excess usage charges are detailed in the Terms and Conditions on page 2.

Further Information

Upon receipt of your request you will be sent a service order confirmation by fax or email detailing the charges for the requested services. Please note that this form will not be processed unless all of the information is completed and a signed copy of Terms and Conditions along with your Exhibitor Account Form has been returned.

The Internet connection cost includes internet access itself (supplied through a Cat 5 cable), the nominated amount of downloads and connectivity for the specified number of devices. To connect to the Cat 5 cable you will need a 10/100 network card in your PC / laptop or a hub / switch (which must have uplink capabilities).

It is the responsibility of the exhibitor to provide the necessary computers or laptops, with appropriate network cards that are configured correctly (eg, with IP settings etc). Details of the configuration will be available from Exhibitor Services once the event commences. If details are required before this time, please contact the Network Team on (02) 9282 5678 after your order has been confirmed. Access to the Centre's network outlets is required to supply the service, therefore, if access is impeded in any way (eg, by the stand build etc) delivery of service can not be guaranteed.

For information on other network related services which fall outside the scope of this form, please contact our Networking Team on (02) 9282 5678. On-site technical assistance is available and can be arranged at a cost of \$100.00 per hour.

Terms and Conditions of Use:

The following terms and conditions must be read and acknowledged via a signature at the bottom of this page prior to the order being processed by the Centre. Please return a signed copy of this page along with page 1 of the order form and the Exhibitor Account Form.

1. All services must be prepaid to EXHIBITOR SERVICES by credit card, cash, EFT or company cheque (made payable to DHCE Pty Ltd) at least 3 business days prior to the move-in of an event.
2. Orders received or changed after 10.00am, 3 business days prior to the move-in date will be undertaken at the Centre's discretion and if deliverable, will incur a 20% late notice fee.
3. Internet downloads exceeding the nominated limit for a service will be charged at 18c per MB.
4. No refunds will be given if the service is cancelled within 3 business days of the activation date or if the service is not used. Any unused data will not be refunded and any additional charges incurred during the event will be billed at the end of the event.
5. All claims / disputes must be brought to the attention of the Network Team prior to the move-out of the event. Refunds will not be issued for defective services not reported prior to move-out of the event.
6. All prices quoted are inclusive of GST (Goods and Services Tax) and are subject to change without notice.
7. Internet services provided by the Centre are not for resale. Any services found to be used for these purposes will be disconnected immediately.
8. All of the Centre's equipment must remain on the premises at all times. It is the exhibitor's responsibility to return any equipment issued.
9. The Centre will not accept responsibility for damage or delays caused by unsatisfactory installations carried out by personnel other than the Centre's Network Team staff or for insufficient time allowed for connection and testing of services.
10. If an exhibitor is using their own communications carrier and Centre personnel are required to facilitate access, show cable runs or manage / plan installation, the exhibitor will be charged a fee of \$100 per hour. The exhibitor must open an account with the Centre before the communications carrier arrives on site.
11. The Centre suggests that exhibitors utilise the most current operating system updates, anti-virus signatures and firewall configurations as a bare minimum. It is solely the exhibitor's responsibility to ensure these protective measures are taken and supported by their own technical staff / contractors.
12. Any connections identified as compromising the stability or usability of the network will be disconnected and not reinstated until the problem has been rectified to the satisfaction of the Centre's Network Team.
13. The Centre takes all reasonable precautions to ensure that protection policies are applied by all users, however, it cannot guarantee complete protection.

I have read and understand the above terms and conditions of contract and agree to abide by them.

NAME: _____ SIGNATURE: _____

DATE: _____