

Telecommunications Order Form

SCCN Instructions & Conditions for Telecommunications

Instructions for Processing the Order Form

- a) Exhibitor information and method of payment must be filled out completely and clearly.
- b) Payment in full for services must accompany the order form and be in CANADIAN FUNDS.

Advanced Rate, Regular Rate and Labour Rates

(Rates are based on a max. of 5 days. For services over 5 days please contact Event Manager, at 905.357.6222, for pricing.)

- a) Advance Rate – In order to receive the advance rate, a completed order form with payment must be received by the Facilities Department of the SCCN no less than twenty one (21) days prior to the first day of the scheduled exhibitor move-in. NO EXCEPTIONS.
- b) Regular Rate – The regular rate will apply for orders received within twenty one (21) days or during the event.
- c) Labour Rates – SCCN IT Technicians' service hours are Monday to Friday between 7am and 5 pm. Should a technician be required during off hours, service charges may apply. Contact Event Manager for rates.
- d) Labour rates for SCCN IT Technicians' will be charged in one-hour increments. Services are provided in the most convenient manner for the SCCN Technicians. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

Regulations and Limitations of Liability

- a) Exhibitors are not permitted to share any type of telecommunication services. All orders must be placed individually.
- b) All electronic equipment must conform to all federal, provincial and local electrical and fire codes.
- c) Delivery of services, equipment or products ordered less than 21 days in advance of your event may not be guaranteed by the SCCN.
- d) Exhibitors shall not permit any of its users or other third parties to: a) Restrict or inhibit any other user from using and enjoying the internet. Post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any provincial, federal or international law, including without limitation, export control laws and regulations. Post or transmit any information or software that contains a virus, worm or other harmful component. b) Upload, post, publish, transmit, reproduce or distribute in any way, information, software or other material obtained through the internet which is protected by copyright or other proprietary right, without obtaining permission of the copyright owner or right holder. c) Abuse or fraudulent use of the internet in any way not specifically set forth above.
- e) The service is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the SCCN Technician or its internet service provider or their affiliates or their contractors or their respective employees shall create a warranty. Neither the SCCN nor its telecommunications service provider warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the internet is free of viruses, worms, trojan horses or other harmful components.
- f) Under no circumstances shall the SCCN or its telecommunications service provider be liable for any direct, indirect, incidental, special punitive or consequential damages that result in any way from Exhibitor's or its users' use of or inability to use the service or to access the internet or any part thereof, or Exhibitor's or its users' reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.

Services and Equipment Procedures

- a) Shared High Speed Internet Connection – The Internet is a shared environment and as such actual speed will vary.
- b) Shared Wireless High Speed Internet Connection – Accessing this connection is dedicated to first computer connected, it is not transferable. The internet is shared environment as such actual speed will vary.
- c) Connecting to the Shared High Speed, Shared Wireless High Speed - IP address for the Exhibitor's computer will be issued automatically using DHCP. It is the responsibility of the Exhibitor to ensure their computer is properly configured for the internet connection.
- d) Additional IP Addresses – All devices that are used on the network for Internet Access shall require an IP Address that is assigned by the SCCN IT Department. To share the connection with more than one computer a hub is required. Client can provide hub or it can be rented from SCCN.
- e) No active network devices i.e. routers, proxy servers or wireless access points or routers, bridges, etc. are permitted on the shared internet connection. Any active network devices i.e. routers, proxy services or wireless access points, bridges, etc. must be approved by the SCCN IT Department. Any use of this equipment without approval will have the service disconnected and will be subject to additional charges.



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Services and Equipment Procedures Continued ...

- f) Any equipment that is found to be causing disruptions to any part of the SCCN infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the SCCN IT Department. Exhibitor may be subject to additional charges to correct problem.
- g) Material and equipment provided by the SCCN for this order shall remain the property of the SCCN. Exhibitors are responsible for the safekeeping of equipment during the show and returning the SCCN rented equipment at the end of the show.
- h) Equipment Rental – The rented equipment will not be dropped off in booth until an “Equipment Rental Agreement” is signed by Exhibitor on-site accepting the equipment. If the equipment is lost or damaged, the replacement cost will be determined based on the equipment in question. No applications or other software may be downloaded or installed on the computers without prior consent. If applications or software are downloaded or installed on a computer, additional charges may be applied.
- i) Only the SCCN personnel are authorized to modify system wiring or cabling. Any damage to cables or equipment will be billed to the exhibiting firm, plus an administration fee.
- j) If requesting internet connections to be placed in particular locations additional labour charges will apply and a detailed drawing must be provided. If cable(s) need to be run under carpets, arrangements must be made with the show services provider to have carpet cut.
- k) Internet Service requirements/client responsibilities – It is the responsibility of the client to provide the following:
 - i. Computers, workstations, etc. Electrical services for your booth, room or service location.
 - ii. Standard 10/100 base T Ethernet Network Interface Card (RJ45 Interface) or wireless 802.11GN network interface card for each computer. Network Driver: (TCP/IP). Proper configuration of computer equipment for TCP/IP Connection.
 - iii. Up-to-date Virus Protection Software must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being suspended until software is installed or activated.

Payment Pricing, Refunds, and Service Charges

- a) PAYMENT IN FULL: Exhibitors will be required to pay in full for services, prior to the show.
- b) PRICING: The SCCN reserves the right to adjust pricing on orders if calculated inaccurately or received after the deadline date for the advance rate.
- c) CREDIT CARD: Exhibitors paying by credit card: Completion of this form with an authorized signature constitutes authorization for the payment of services ordered.
- d) CHEQUE: Exhibitors paying by cheque: Payment for services made by company or personal cheque will only be accepted 21 days prior to the first scheduled move-in day. Personal cheques must be certified. Make cheque payable to: Scotiabank Convention Centre.
- e) REFUNDS: Services ordered, installed but not used will not be refunded.
- f) SERVICE CHARGE(S): There will be a \$50.00 service charge for NSF cheques declined or incorrect credit card information.

Cancellation, Claims and Discrepancies Policy

- a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, price to be quoted. Orders cancelled on-site will be charged full amount for the service requested on the signed and agreed order form.
- b) All claims or discrepancies must be presented by the Exhibitor to the SCCN site desk, located on the main floor of the north building, prior to the show closing. Claims will not be considered once show has closed.

Exclusivity and Legal Entity

- a) The SCCN is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling and satellite services), sign banner installation, utility services within our facility.
- b) The SCCN is operated by the Scotiabank Convention Centre Authority.