

INTERNET - TELEPHONE - TV SERVICES

EXHIBITOR ORDER FORM



EXHIBITOR INFORMATION

Company Name _____
 Address _____
 City, State, ZIP _____
 Ordered By _____
 Email Address _____
receipts and order information will be emailed to this address
 Phone _____

Booth / Room _____
 Onsite Contact _____
 Onsite Contact Phone _____

TO ORDER ON-LINE, CLICK HERE

*To qualify for the advance rate, order and payment must be received in full, a minimum of 10 days prior to event move-in.

Wired Internet: description of services	Quantity	Advance Rate*	Standard Rate	Total
Internet Basic: shared 3 Mbps, DHCP, private IP address for the first computer/device		\$600	\$720	
Internet Business: shared 10 Mbps, DHCP, private IP address for the first computer/device		\$1095	\$1295	
Additional computer, each		\$175	\$225	
Upgrade to Public IP Address		\$75	\$90	
Dedicated Internet, 20 Mbps or more (up to 10 Gbps)			Quote	

Wireless Internet: description of services	Quantity	Advance Rate*	Standard Rate	Total
SP Guest: Complimentary WiFi (available in all meeting rooms and lobby areas), 2 Mbps			Complimentary	
SP Guest: Daily WiFi (available in all meeting rooms and lobby areas), 3 Mbps			\$15 device/day	SP Guest: Daily is purchased on-site on your WiFi device
SP Premium**: High-speed WiFi, 20 Mbps (full facility availability)			\$60 device/day	
Connect! Spot**: Custom High-speed WiFi, 20 Mbps, up to 25 connections		\$1695	\$2034	
Connect! Spot**: Custom High-speed WiFi, 20 Mbps, up to 50 connections		\$2445	\$2934	
Connect! Spot**: Custom High-speed WiFi, 20 Mbps, more than 50 connections			Quote	

**in order to provide a high-quality, high-speed WiFi service, these networks are broadcast 5 GHz only. Please ensure your device(s) support 5 GHz before ordering.

For Connect! Spot orders: enter your SSID (network name) and password **SSID:** _____ **Password:** _____

Telephone: description of services	Quantity	Advance Rate*	Standard Rate	Total
Analog Telephone Line		\$200	\$250	
Polycm Conference Telephone Set			\$125	

Cable Television: description of services	Quantity	Advance Rate*	Standard Rate	Total
Cable Television Service (Comcast / Xfinity)		\$300	\$400	

A floor plan or [booth template](#) showing drop location for wired Internet, telephone and cable television service is required to be submitted with each order. If one is not received, our technicians will drop service in an area of the booth or room that they deem to be most convenient. There is a \$75 fee to relocate a line once it has been placed.

TAX _____
TOTAL _____
(telephone and cable television only)

Visa, MasterCard, American Express, Discover Card and company check accepted. A 3.5% convenience fee will be applied to credit card purchases.

Credit Card Payment: Once your order is processed you will receive an email with a link the payment portal.

Check Payment: Check can be mailed along with this form to the address listed to the right.

Payment in full is required before installation will begin.

Submit this form to:
Email: facilityservices@saltpalace.com
Fax: 385-468-2171
Mail: Salt Palace Convention Center
Attn: Facility Services
 100 S. West Temple, Salt Lake City, UT 84101

For more information, give us a call >>> Facility Services Department (385) 468-2229

GENERAL CONDITIONS & REGULATIONS

1. The Salt Palace Convention Center (hereafter referred to as "SPCC") is the exclusive provider of all telephone, Internet (wired and wireless) and Business Center sales within the facility.
2. Purchase and use of the SPCC services is limited to exclusive use by ordering client, their employees and guests. Resale or other unauthorized distribution of these services is prohibited.
3. Rates are subject to change.
4. Quantities of some services are limited. Please order early to ensure availability. Orders will be filled on a first come, first served basis.
5. All services will be installed during designated move-in times. Installation will be finalized once the event floor is clear of freight and other obstacles. Services will be disconnected on the last day of the event, 30 minutes after the official closing time.
6. All prices are for rental of materials and equipment. Materials and equipment used in installation remain the property of the SPCC.
7. A replacement fee will be assessed on any materials and equipment that is damaged or not returned at the close of the event. Equipment can be returned to the SPCC Security Office or the Business Center at any time.
8. The SPCC is not responsible for the installation, programming or performance of personal (non-Salt Palace) equipment. Additional labor cost may be applied if assistance is required for installing or troubleshooting of personal equipment if the problem is found not to be the fault of the SPCC.
9. Under no circumstances shall anyone other than SPCC technicians do any special wiring in the convention center without prior written approval. Supplemental services ordered from outside providers will be placed in the Facility Services Switch Room (MDF). These services will be extended to desired location by Salt Palace technicians. These services will be assessed co-location fees for service plus wiring and labor.
10. A drawing indicating service placement(s) is required to be submitted with all wired Internet, engineering, cable TV and telephone orders. If a drawing is not received, SPCC technicians will drop service in an area of the booth or room that they deem to be most convenient. There is a \$75 fee to relocate a line once it has been placed.
11. Rates quoted for all services include bringing the requested communication services to the booth or room in the most convenient manner and do not include special wiring, over-head drops and/or special set-up or installation of client equipment. Additional labor charges will be assessed when special services are required.
12. Disputes concerning service must be filed with the Facility Services Department prior to the close of the show. Disputes will be resolved by the SPCC in a timely manner.

RATES & PAYMENTS

1. Payment for services must be paid in full before service is installed. All payments are in US Dollars.
2. The advance rate is available until 10 days prior to the first move-in day of the event. Orders must be complete and paid in full by that date in order to qualify. All orders, additions and changes after this date will be charged at the standard rate.
3. A 3.5% convenience fee will be applied to orders paid by credit card.
4. Company checks are to be made payable to "Salt Palace Convention Center." No personal checks accepted.
5. A notice to confirm your order and a link to the payment portal will be emailed within (5) business days. Please call if you do not receive this email.
6. Notification of cancellation must be received, in writing, a minimum of 10 days prior to move-in. Cancellation received fewer than 10 days prior, but before installation begins, will be assessed a 20% cancellation fee.
7. Any changes to your order after it has been installed will be assessed a minimum charge of \$75.00 per line.
8. Service cannot be cancelled once installation has begun.

INTERNET SERVICE TERMS

1. Internet service is delivered to a single location within your booth or room. If you require access for more than one computer or device, make sure your order service for all additional devices.
2. Usernames/passwords and IP addresses are assigned approximately one week prior to each event. This information will be made available to you at the drop location, the Facility Services service desk or through the Salt Palace Business Center. It can also be emailed to you upon request.
3. Services that use public IP addresses require "Administrator Privileges" in order to enter the IP address in the computer's settings.
4. Wired Internet service can extend up to 30' from the original drop location as long as cabling is sufficiently secured and stays within your contracted space. Otherwise, an additional Internet drop will be required. Fees for a second Internet service will apply.
5. The SPCC cannot guarantee the performance or accessibility of services beyond the SPCC's gateway.
6. Most VPN (virtual private network) connections are supported through the wired system with direct access via a public IP address. However, corporate policies may restrict access or require additional support from your corporate IT professionals. The SPCC recommends testing VPN services prior to the event to ensure compatibility.
7. All services are tested once installation is completed. Performance reports and other stats for Internet services are kept on file for up to one month and can be issued upon request.

WIRELESS (WI-FI) SERVICE TERMS

1. The SPCC wireless services offer basic access to the Internet over a 10 Gbps circuit. Bandwidth is shared with administration and other events in the facility. Dedicated bandwidth for a custom network is available upon request.
2. Wireless connection speeds will vary. The actual speed depends on a variety of factors such as: the number of users on the network; personal device capabilities; and the size and location of the upload or download.
3. Wireless service is inherently vulnerable to interference from equipment and devices that transmit on the same radio channels, operate within the same frequency spectrum or have the ability to corrupt or block wireless frequencies. The SPCC cannot guarantee that interference will not occur.
4. Credit will not be given for decrease of wireless performance due to interference generated by the event and its exhibitors, contractors and attendees.
5. Using 5 GHz capable devices (802.11 a/n/ac) is strongly encouraged as wireless speeds and connectivity will not be guaranteed in the 2.4 GHz band. Only 5 GHz devices can be used on SP Premium and Connect! Spot WiFi services.
6. The SPCC is not responsible for wireless networks that it does not own or manage.

The SPCC does NOT recommend wireless service for critical event services such as web presentations, on-line sales, registration or video streaming. For these and other critical activities, the SPCC recommends purchasing wired service.

INTERNET SECURITY

1. The SPCC does not provide security, such as firewalls, anti-virus etc., on its Internet services. It is the sole responsibility of the customer to provide their own necessary security precautions. The SPCC is not responsible for any damages arising from the use of non-secured devices on the network.
2. The SPCC recommends that all devices directly or indirectly accessing the network have the latest virus scan software, security updates, system patches and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device which adversely affects the SPCC network may cause service interruptions to yourself and others which can lead to disconnection of your equipment from the network, with or without prior notice, at the SPCC's discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and/or problem resolution.

LEGAL USE OF INTERNET SERVICES & LIMITATION OF LIABILITY

1. Any illegal usage of SPCC services including transmission, distribution or storage of material or conduct in violation of any applicable local, state, federal or foreign laws or regulations is prohibited. Illegal usage of the SPCC services may result in termination of service.
2. Under the Digital Millennium Copyright Act (DMCA) it is illegal for any party to transmit or download copyrighted materials. Any violation of DMCA copyright laws may result in termination of Internet service and may result in legal action taken against the customer by either the copyright holder or the service provider.
3. The SPCC does not provide an expressed or implied warranty for the equipment and services provided, including no warrant of fitness for particular purpose or merchantability. Part of the agreement with the SPCC is a limitation of liability so that Client's sole remedy or recourse against the SPCC shall be the return of the price that the client paid for services and/or equipment rental, regardless of type, nature or basis for the claim. The SPCC shall have no liability whatsoever for personal injury, property damage, business loss, business interruption, consequential or punitive damages.
4. Client shall indemnify the SPCC from third party claims arising from Client's use of the SPCC's services and equipment.