



# GREATER RICHMOND CONVENTION CENTER

403 N THIRD STREET RICHMOND, VA 23219

For questions, contact Everette Lively at (804) 400-0251 or elively@greaterrichmondcc.com.



## INTERNET/TELEPHONE SERVICES ORDER FORM

<b>EVENT</b>			<b>ONSITE CONTACT</b>		
<b>TODAY'S DATE</b>		<b>DATE/TIME SERVICE BEGINS</b>	<b>CELL PHONE</b>		<b>BOOTH/ROOM #</b>
<b>BUSINESS NAME</b>			<b>ORDER COMPLETED BY</b>		
<b>ADDRESS</b>			<b>PHONE</b>		
<b>CITY</b>	<b>STATE</b>	<b>ZIP</b>	<b>EMAIL</b>		

TELEPHONE SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
DIAL '9' (UNLIMITED INCOMING AND LOCAL CALLS)			\$195 PER LINE/PER EVENT	\$260 PER LINE/PER EVENT	\$
LONG-DISTANCE (DOMESTIC INCLUDED)					\$
*TELEPHONE HANDSETS			INCLUDED WITH LINE	INCLUDED WITH LINE	\$
*SPEAKER PHONE			\$100	\$150	\$

WIRELESS INTERNET SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
WI-FI FOR POINT-OF-SALE TRANSACTIONS AT 256Kbps ONLY <i>*intended for use primarily on 5GHz capable mobile devices (i.e. mobile phones/tablets)</i>			\$75 PER EVENT	\$95 PER EVENT	\$
SHARED WIRELESS BASIC FOR WEB BROWSING AND NON-HD STREAMING CONNECTION SPEED UP TO 3 Mbps SUPPORTS ONE DEVICE			\$195 PER DAY	\$295 PER DAY	\$
			\$495 PER EVENT	\$750 PER EVENT	\$
SHARED WIRELESS DELUXE FOR VIDEO STREAMING NEEDS UP TO 1080P CONNECTION SPEED UP TO 8 Mbps SUPPORTS ONE DEVICE			\$495 PER DAY	\$750 PER DAY	\$
			\$1235 PER EVENT	\$1850 PER EVENT	\$
SHARED WIRELESS PREMIUM FOR VIDEO STREAMING NEEDS UP TO 2K CONNECTION SPEED UP TO 15 Mbps SUPPORTS ONE DEVICE			\$995 PER DAY	\$1495 PER DAY	\$
			\$2495 PER EVENT	\$3745 PER EVENT	\$
ADDITIONAL DEVICES FOR SHARED WIRELESS INTERNET UP TO 9 ADD'L DEVICES CALL FOR QUOTE FOR BANDWIDTH AND DEVICE NEEDS ABOVE 10 TOTAL DEVICES			\$95 PER DEVICE /3 Mbps	\$145 PER DEVICE /3 Mbps	\$
			\$145 PER DEVICE /8 Mbps	\$195 PER DEVICE /8 Mbps	\$
			\$195 PER DEVICE /15 Mbps	\$245 PER DEVICE /15 Mbps	\$

WIRED INTERNET SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
SHARED WIRED INTERNET NO WIRED OR WIRELESS ROUTERS CONNECTION SPEED UP TO 1.5 Mbps SUPPORTS ONE DEVICE			\$295 PER DAY	\$445 PER DAY	\$
			\$750 PER EVENT	\$1125 PER EVENT	\$
ADDITIONAL DEVICES FOR SHARED WIRED INTERNET UP TO 9 DEVICES CALL FOR QUOTE FOR BANDWIDTH AND DEVICE NEEDS ABOVE 10 TOTAL DEVICES			\$135 PER DEVICE	\$200 PER DEVICE	\$
DEDICATED WIRED INTERNET ROUTERS ALLOWED MUST BE APPROVED BY IT MANAGER CONNECTION SPEEDS ABOVE 3 Mbps MAY INCLUDE 5 STATIC PUBLIC IP ADDRESSES			\$2495 /3 Mbps	\$3750 /3 Mbps	\$
			\$5525 /8 Mbps	\$8275 /8 Mbps	\$
			\$9695 /15 Mbps	\$14545 /15 Mbps	\$
*VLAN/POINT-TO-POINT CONNECTION			\$200	\$300	\$
*HUB/SWITCH RENTAL FOR LANS, 8-PORT, UNMANAGED 10/100 OR GIGABIT			\$50 PER DEVICE	\$75 PER DEVICE	\$
*PATCH CABLES AVAILABLE IN LENGTHS OF 6 TO 50 FEET			\$25	\$35	\$
TECHNICAL SUPPORT MINIMUM CHARGE OF 1 HOUR			\$75 PER HOUR	\$95 PER HOUR	\$
SPECIAL INSTRUCTIONS:				<b>SUBTOTAL</b>	\$
				*6.0% SALES TAX ON EQUIPMENT	\$
				3.5% FEE ON CREDIT CARD CHARGES	\$
				<b>TOTAL</b>	\$

### PAYMENT INFORMATION—FOR INTERNAL PURPOSES ONLY

**FOR CREDIT CARD SECURITY, PLEASE CALL (804) 783-7320 AND PROVIDE THE FOLLOWING INFORMATION OR MAKE CHECK PAYABLE TO: GREATER RICHMOND CONVENTION CENTER**

<b>CREDIT CARD TYPE</b>	<input type="checkbox"/> AMEX	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> VISA
<b>CREDIT CARD NUMBER (CALL WITH NUMBER - DO NOT TRANSMIT VIA EMAIL)</b>			
<b>EXPIRATION DATE</b>	<b>SECURITY CODE</b> (LAST 3 DIGITS ON BACK OF CARD OR 4 DIGITS ON FRONT OF AMEX)		
<b>NAME ON CARD</b>			
<b>BILLING ADDRESS</b>			
<b>CITY</b>	<b>STATE</b>	<b>ZIP</b>	
<b>AUTHORIZED SIGNATURE</b>			<b>DATE</b>

SIGNATURE ALSO AUTHORIZES ANY UNPAID BALANCES AND/OR LONG DISTANCE CALLS TO BE CHARGED TO THIS CREDIT CARD

### SUBMIT THIS FORM

REV SEPTEMBER 22, 2021

VIA EMAIL TO ELIVELY@GREATERRICHMONDCC.COM

BY SIGNING THIS DOCUMENT YOU AGREE TO ALL GRCC TERMS & CONDITIONS (SEE PAGE 2)

# TERMS AND CONDITIONS

- GRCC is the exclusive provider of all Internet, Network and Telecommunications services (wired and wireless) at the Greater Richmond Convention Center**
- Orders** – Customer must provide all information necessary for the effective set-up/installation of services while submitting the IT Order. Failure to provide this information at time of submission may result in the delay of order processing and/or installation, and may cause associated costs to revert to Standard Rates.
- Floor Plan** – Customer must provide floor plan with desired placement of ordered services clearly marked, if wired. If Order is submitted without a floor plan, services will be installed to the most logical location as determined by a GRCC representative. Relocation of installed services will incur an additional fee per endpoint connection that is moved.
- Internet/Network Services** – Ethernet access to our core services, with Shared or Dedicated internet access up to 1Mbps or greater depending on ordered services, is provided for each ordered device and includes one private DHCP IP Address. Routers, Proxy Servers, Streaming Appliances, DHCP, NAT or VOIP are NOT PERMITTED with our shared internet/ Network Services. Customer must purchase additional connection service for each device in order to use internet services. Higher Internet speeds than those listed here may also be available. Please call for a quote.
- Wireless Internet** – GRCC is the exclusive provider of wireless services at the Greater Richmond Convention Center within our internal/private network, currently both 2.4 GHz and 5.0 GHz 802.11a/b/g/n/ac. Wireless devices not authorized by GRCC to be on our network are strictly prohibited. Customers that desire to showcase their wireless products must contact the GRCC 21 days in advance of show move-in to investigate the potential of GRCC engineering a customized cohesive network to operate without interference to other Customers (applicable charges may apply). Due to potential interference from privately owned mobile devices within the exhibition/vendor booth spaces the GRCC does not utilize 2.4GHz in these spaces and it is highly recommended that all Mobile Hot spots are turned off. No guests are allowed to connect their wireless devices to the GRCC's network without prior arrangement. Please contact the GRCC at 804-783-7320 with your device Name, Model Number, MAC address, and device SSID, for approval and/or coordination. Failure to provide this information may result in a delay in accessing wireless services. For all critical or higher-demand internet requirement such as video streaming, product demonstrations, presentations, etc., either Deluxe/3Mbps wireless service and above or a wired connectivity are recommended. Misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. All wireless access point connections to the GRCC network which are not previously disclosed and authorized by GRCC are strictly prohibited. (5GHz USB dongles may be available on-site at a fee of \$40 each.)
- Internet Security** – All customers are responsible to provide their own internet security for all devices. Failure to protect your device may result in the termination of Internet services. Additional Firewall protection services may be available upon request. Please call for a quote.
- Internet Performance Disclaimer** – GRCC provides no guarantee, either expressed or implied, as to the performance, throughput, routing, nor reliability of core trunk circuits outside of the Greater Richmond Convention Center.
- Long Distance Calls** – Customers must specify in advance of any lines needing international Long Distance Capability. All lines are otherwise restricted to domestic, U.S.-only dialing. GRCC will provide a detailed listing of all billable calls made from associated services. Customers are implicitly responsible for any/ all long distance charges, to include international, and all other charges associated to their assigned numbers.
- Any additional costs incurred by GRCC** to assist in troubleshooting, diagnosis, or problem resolution found not to be the fault of the GRCC or collection of information required to complete the installation that Customer fails to provide (i.e. floor plans or special circuit numbers, etc.) may be billed to the customer at the prevailing rates.
- Only GRCC personnel** are authorized to modify system wiring or cabling material and equipment furnished by the GRCC for this service contract, and all shall remain the property of the GRCC.
- Rental Equipment** – Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment in good working condition to the GRCC IT Manager or designee within one hour following close of the show. If provided equipment is not returned in time the customer will be charged a replacement fee.
- Rates** – Advanced rates are applied when a fully completed Order with payment is received no later than 14 days prior to the first day of show move-in. Standard rates are applied to all orders received less than 14 days prior to the show move-in has started, or orders received on or before 14 days of the show move-in day but missing payment, or orders placed on site or after show move-in has started.
- Cancellation** – all cancellation requests must be in writing. Oral cancellation requests by phone or in person may also be allowed at the discretion of the GRCC IT Manager. Only cancellation requests received at least 3 days prior to scheduled show move-in will be honored and will incur a minimum \$130.00 or 10% cancellation fee (whichever is greater). Additional charges may also apply for orders that have already incurred processing, labor, material, and/or engineering costs. \*Some specialized broadband services and/or customer-specific services cannot be cancelled once ordered and will continue to be billed at the listed, agreed-to rate. Credit will not be given for services(s) installed and not used.
- \*ALL SUSPECTED SERVICE-RELATED ISSUES MUST BE REPORTED TO THE GRCC IT MANAGER\*** No service claim not filed in writing by Customer prior to close of show will be considered.
- Prices are based upon current industry rates and are subject to change without notice.**
- Payment-in-Full must accompany all Internet/Telephone Orders.** For Credit Card payment please call the GRCC IT Manager at 804-783-7320. As a convenience, original credit card authorization will be used for additionally incurred charges as well.
- The Greater Richmond Convention Center accepts payment** in U.S. Dollars, in the form of Cash, Checks, Wire Transfers, or any of the following Credit Cards: Visa, MasterCard, AMEX. Checks must be made payable to Greater Richmond Convention Center and mailed to 403 N. Third St., Richmond, VA 23219.
- For convenient online ordering, please visit [www.richmondcenter.com/telecommunications](http://www.richmondcenter.com/telecommunications). For service and order inquiries, please call (804) 783-7320.**

## CUSTOMER ACCEPTANCE OF ALL GRCC TERMS AND CONDITIONS

With execution of this document the Customer hereby authorizes the GRCC to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of these Terms & Conditions. In case of using wireless services the Customer hereby attests to his or her understanding of limitations and vulnerabilities of the wireless services provided by GRCC as well as admits that in case of using this service for any reason including, but not limited to, demonstrating, showcasing or presenting own product(s), GRCC will not be held liable for the possibility of interference.

PRINT AUTHORIZED NAME

AUTHORIZED SIGNATURE

DATE SIGNED