metro toronto convention centre

DON T MISS OUT ON THE DISCOUNT RATE, ORDER EARLY! www.mtccc.com/order

Telecommunication Services Order Form

Please read the entire form carefully. By completing this form, you have understood and agreed to the terms and conditions set out on page 2. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

SHOW: _____ SHOW DATES: _____

CONTACT NAME: _____ BOOTH #: _____

COMPANY NAME: _____

ADDRESS: _____ CITY: _____

PROVINCE / STATE: _____ EMAIL: _____

POSTAL CODE / ZIP: _____ PHONE #: _____ FAX #: _____

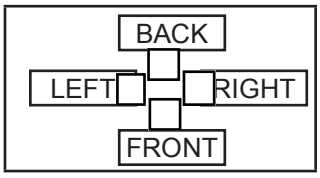
CREDIT CARD #: _____ EXP. DATE: ___/___ (mm yy) NAME ON CARD: _____

CARD HOLDERS SIG.: _____ CARD HOLDER'S EMAIL: _____

VISA MASTERCARD AMERICAN EXPRESS

For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred. Please retain a copy of your order form as credit card receipts will not be provided.

Please indicate the approximate location of service placement within the booth with an X and any neighbouring booth numbers. If available, please attach additional documentation / floor plans to ensure accurate placement of services. If no location is provided within 2 days before the show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services. A charge of 20% of the standard rate will be applied per services ordered for any changes, moves or cancellations 7 days prior to show opening



Basic Analog Telephone Service - Dial "7" for an outside line

Basic Analog service is suitable for Telephone, Fax, Modem or Credit Card/Debit Authorization Machines

$225.00 + 13% HST

Advanced rate "Early Bird" discount – $200.00

"Early Bird" rate ends 14 days prior to event moving into the building / contracted space and is not specific to exhibitors move-in.

Please Indicate Amount of Lines Needed For Type of Service Required

# Required	Long Distance Allowed (Credit Card # or $500 deposit required per line)	# Required	Local Calling Only

Please enter quantity in box for any equipment for special services you require

Equipment Rental		Special Services	
____ Basic Telephone Handset	$15.00 + 13% HST	____ Voice Mail Box	$20.00 + 13% HST
____ Handsfree Telephone	$60.00 + 13% HST	____ Basic Line Features i.e.. Hunting	$20.00 + 13% HST
____ Polycom Conference Unit	$160.00 + 13% HST	____ Jack Extension - Same Number	$100.00 + 13% HST

Basic Analog Telephone Service Local Calling Only can be used for 1-800 numbers and Calling Cards.
Lost or Damaged Equipment is subject to replacement or repair charges.
All Long distance calls and other Telco services including directory assistance will be charged at the prevailing rate plus handling.
There are no refunds for orders canceled after show has commenced.
There are no refunds for services installed and not used during an event (no exceptions).
Prices are based on current rates and are subject to change without notice.
Claims will not be considered unless filed by customer prior to end of show.

See reverse of this form for full list of terms and conditions

Metro Toronto Convention Centre Use Only		
Date Received:	Payment Received:	Payment by: Credit Card:_____ Cheque #:_____ PO#:_____
Phone Number:	Assignment:	Required services

HST #12140 3141 RT0001

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6
T: (416) 585-3596 | F: (416) 585-8275 | E: telecommunications@mtccc.com | www.mtccc.com

Telecommunication Services Terms and Conditions

1. **Payment Terms:**
   - Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than fourteen (14) days **PRIOR** to event move-in for Telecommunication Services.
   - Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and/or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
   - Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
   - Refunds for overpayment will be processed by the MTCC's Accounting Department 15-30 days after the show's closing date.
   - Order form prices do not include Local Taxes. Taxes will be included on the final bill.

2. Prices are subject to change without notice.

3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s)/equipment, **PRIOR** to installation.

4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**

5. All claims/disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show/event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**

6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).

7. Notification of cancellation must be in writing and received a minimum of seven (7) days **PRIOR** to show/event scheduled opening date.

8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show/event scheduled opening date.

9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.

10. Telephone service is contracted for actual show days only. Telephone Service(s) will be disconnected on the last day of the show/event, within one (1) hour after the official closing time. Please inform the MTCC Technology Services Department of any special requirement(s).

11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.

12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone/data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the MTCC Technology Services Department. Additional fees will apply to extend service(s) to booth.

13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed ONLY by MTCC Personnel.

14. Any equipment that is found to be causing disruptions to any part of the MTCC's infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.

15. **Long Distance, Directory Assistance and Toll Free Calling:**
    - The Exhibitor is responsible for all long distance, directory assistance and operator assisted calls that are charged against the assigned telephone number(s).
    - A surcharge of 20% will be added for all charges that are incurred on your assigned phone number(s).
    - Basic Analog Lines with local calling only can be used for the dialing of local calls, "1-800" calls, directory assistance and calling card calls. All other "1+" or "0+" dialed calls on these lines are restricted.

Should you have any questions please call the Technology Services Department at (416) 585-3596.

Return completed forms to: Metro Toronto Convention Centre, Telecommunications Department
255 Front Street West, Toronto, Ontario M5V 2W6
T: (416) 585-3596 | F: (416) 585-8275 | E: telecommunications@mtccc.com | www.mtccc.com