Wireless Internet Access 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 3. 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.

Customer provided wireless routers / access points, DHCP Servers, Nat Devices, or Proxy Servers on the MTCC Network are strictly prohibited. Installation of such devices will result in immediate termination of the services ordered.

Wireless Internet Access $395 + 13% HST (First Access Code) $150 + 13% HST (Additional Access Codes) Connection to the MTCC internal wireless network requires a wireless enabled device	One wireless access code is required per device Codes can only be used by one device at time. Codes are transferable. Wireless should not be ordered for devices that will be contained within an enclosed structure **Due to general interference in the 2.4 Ghz (b/g/n) radio band, it is required that devices be set to use the Wi-Fi protocols in the 5 Ghz (a/n, ac) radio band.**	# Required

Important Information:

- Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires clients to use 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
- The MTCC requires that clients have administrative rights to all devices that will be connected to the MTCC network
- Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
- Use of routers is not permitted without permission from the Telecommunication Department
- Do not activate hotspots from personal devices as this adds to general interference in the area

Equipment Available for Purchase (if required and subject to availability)	5 Ghz Wireless Adapter $75.00 ea. +13% HST (must have administration rights to device)	# Required:
Please indicate any special services required:		

There are no refunds for orders cancelled after show has commenced, or services ordered are 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 submitted by customer prior to the end of the event.

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#:_____
Network:	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

Internet 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 for Internet – Network Services **PRIOR** to the show / event move-in.
   - 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 Accounting Department 15-30 days after the show closing date.
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 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. Internet – Network service(s) is contracted for actual show days only. Internet – Network 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 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 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 infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
17. All devices that are used on the network for Internet Access shall require either a wireless code, IP address, or per device fee that is assigned by the MTCC Technology Services Department.
18. The MTCC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the Standard High Speed Internet Connection. Installation of such devices will result in the immediate termination of services ordered without refund.
19. Due to the dynamic nature of the Internet, the MTCC cannot guarantee any level of performance or accessibility beyond our gateway. The MTCC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.
20. **Wireless Services:**
    - Wireless / System performance, battery life and functionality may vary depending on your specific hardware and software configurations.
    - Wireless Access Points are strictly prohibited unless authorized by the Metro Toronto Convention Centre.
    - Client must provide their own 5 Ghz 802.11 a/n or ac.
    - Wireless Internet access utilizes a shared medium and an unlicensed radio spectrum. As such, contention and interference can have a significant impact on connection rates. The MTCC requires using 5 Ghz (a/n, ac) devices to mitigate these problems. The MTCC does not guarantee service levels on the 2.4 Ghz (b/g/n) radio band.
    - The MTCC requires that clients have administrative rights to all devices that will be connected to the network.
    - Use of Wi-Fi rebroadcasting devices (such as Mi-Fi devices) is strictly prohibited.
    - Use of routers is not permitted without permission from the Telecommunication Department.
    - Do not activate hotspots from personal devices as this adds to general interference in the area.
21. **Internet service requirements / client responsibilities – It is the responsibility of the client to provide the following:**
    - Computers, workstations, etc.
    - Standard Ethernet Network Interface Card (RJ45 Interface or wireless adapter) for each computer.
    - Proper configuration of computer equipment for TCP/IP connection.
    - Electrical services for your booth, room, or service location.
    - Up to date Virus Protection Software (i.e.: Norton or Mcafee) 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 temporarily suspended until software is installed or activated.
    - Internet services are provided without any warranties. The MTCC and its' Internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the Web will be free from worms, viruses, Trojan Horses, or other harmful malware. The MTCC shall have no liability whatsoever for claims, losses, actions, damages, suits, or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the MTCC hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmission. The service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of the MTCC. The MTCC provides the service on a "best effort" standard and does no guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic, or racist information, or malware of any kind.

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