



**Nashville Convention Center**  
**Communications and Technology**  
**Service Order Form**  
**Phone: 615-742-2021**  
**Fax: 615-742-2119**  
**communications@nashville.gov**



**For your convenience "Order Online" for discounted rates at [www.nashvilleconventionctr.com](http://www.nashvilleconventionctr.com)**

Name of Event: \_\_\_\_\_ Event Date: \_\_\_\_\_ Booth/Room: \_\_\_\_\_  
 Company Name: \_\_\_\_\_ Ordered By: \_\_\_\_\_  
 Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_  
 E-mail: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

TELEPHONE SERVICES: Includes 1 cable drop with an RJ11 jack for the duration of the show.	QTY	Advance Rate (if received 14 days prior)	Floor Order	Amount
<b>Standard Phone Line</b> - includes line with jack. <input type="checkbox"/> <b>Voice</b> <input type="checkbox"/> <b>Fax</b> <input type="checkbox"/> <b>Credit card</b> <input type="checkbox"/> Analog Telephone needed (no additional charge)		\$230	\$300	
<b>Voice Mail</b> (requires a digital multi line phone set)		\$75	\$80	
<b>Optional Telephone Services</b> - Digital Multi-line Phone Set		\$55	\$75	
<b>Optional Telephone Services</b> - Polycom Conference Speakerphone		\$105	\$150	
<b>Do you want to call Long Distance?</b> (Please circle one) First 10 minutes Domestic calls included in connection fee. LD will be billed to the authorized credit card below, at the close of the event. Additional convenience fee of \$3.99 will apply to all post event charges. See Terms & Conditions		Yes	No	
<b>ISDN Line, 128K BRI</b> (Does not include connection equipment)		\$600	\$695	

INTERNET ACCESS SERVICES: Does NOT include power. Includes 1 cable drop with 10/100 Base T shared Ethernet RJ45 jack, 1 computer connection and technical support for the duration of the show.	QTY	Advance Rate (if received 14 days prior)	Floor Order	Amount
<b>Shared T1 Wired Ethernet Service (up to 1.5 Mbps)</b> with 1 Computer Connection		\$900	\$1,095	
<b>Shared Wired Ethernet Service (up to 512 Kbps)</b> with 1 Computer Connection		\$795	\$895	
<b>Shared Wired Ethernet Service (up to 56 Kbps)</b> with 1 Computer Connection		\$405	\$495	
<b>Each Additional Ethernet Computer Connection</b>		\$130	\$195	
<b>Dedicated T1 Wired Ethernet Service (Up to 1.5 Mbps)</b> with up to 29 connections		\$5,000	\$6,000	
<b>WI-FI (Up to 56 Kbps)</b> with 1 Computer Connection		\$100	\$150	
<b>WI-FI (Up to 128 Kbps)</b> with 1 Computer Connection		\$200	\$225	
<b>WI-FI (Up to 256 Kbps)</b> with 1 Computer Connection		\$400	\$450	

MISCELLANEOUS SERVICES & EQUIPMENT RENTAL: Does NOT include power.	QTY	Advance Rate (if received 14 days prior)	Floor Order	Amount
<b>Desktop Computer</b> with 17" Flat Panel Monitor for duration of show		\$305	\$400	
<b>Laptop Computer</b>		\$350	\$425	
<b>21" Flat Panel Monitor</b>		\$225	\$250	
<b>Fax Machine</b>		\$100	\$110	
<b>Printer</b>		\$125	\$150	
<b>Internal Networking</b> - Room to room, per connection charge.		\$250	\$350	
<b>Tech Support/Labor</b> (per hour)		\$70	\$75	
<b>Miscellaneous Equipment:</b>				

LONG DISTANCE:	Minutes	Usage Rate	Amount
<b>Total Long Distance Charges (per minute Domestic / per minute Int'l.)</b>		\$0.50 / \$3.00	
<b>Comments:</b>	<b>Sub-Total:</b>		
	If Paying by Debit or Credit Add 2.35%		
	<b>Grand Total:</b>		

**Payment Authorization & Fees:** Your signature on this form authorizes the NCC to charge the credit card provided for payment of services ordered on this form. The Nashville Convention Center offers Visa, MasterCard, Discover & American Express as credit card payment options via mail or phone. Please note that payments made by these methods will be assessed a convenience fee of 2.35% per transaction by our electronic processing company. No part of this convenience fee goes to the Nashville Convention Center. **TERMS AND CONDITIONS** on page 2.

<input type="checkbox"/> Company check or US Bank money order in the amount of \$ _____ Make check payable to <b>Nashville Convention Center</b>	<b>Service Placement</b> For special placement, please fax a drawing and add 1 hour labor. <input type="checkbox"/> Island Booth (Middle of Booth) <input type="checkbox"/> Standard Booth (Back of Booth)
<input type="checkbox"/> Credit Card: American Express _____ Mastercard _____ Visa _____ Discover _____ Credit Card Number: _____ - _____ - _____ Exp. Date: _____ - _____ Name on Card: _____ Signature: _____ Date: _____	

**Nashville Convention Center**  
**Terms and Conditions**  
**COMMUNICATIONS AND TECHNOLOGY SERVICE ORDER FORM**

\* PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY.

BY PROVIDING AN AUTHORIZED SIGNATURE ON THE FRONT OF THIS SERVICE ORDER FORM,  
YOU ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS .

1. **PROCESSING THE SERVICE ORDER FORM** requires: **A.** Payment in US dollars for ALL services ordered. **B.** All information on the Service Order Form to be completed. Missing information will delay processing. **C.** Default placement of cabling is in rear of booths that are in rows, in the center of island booths, and in the front of meeting rooms. For special placement of voice and data lines in your booth or room fax a floor plan with desired locations provided and include a 1 hour labor charge.
2. **EQUIPMENT PROCEDURES:** **A. Customer is responsible** for returning all equipment issued by or rented from NCC in good condition to the NCC Service Desk. **B. Lost, stolen or damaged** equipment will be charged to the customer's authorized credit card at prevailing rates.
3. **UNLESS OTHERWISE DIRECTED**, Nashville Convention Center staff are authorized to cut floor coverings to permit installation of service. Obstructions blocking utility floor boxes are subject to relocation as necessary.
4. **PAYMENTS AND REFUNDS:** **A. Payment in full** is required before service can be connected. **B. The "Payment Options"** section on the Service Order Form must be completed on every service order. By providing an authorized signature on the front of this form, you authorize NCC to charge the amount due as pre-payment for services ordered, as well as any charges incurred for additional services ordered during the event, to the authorized credit card. **C. Refunds in full** will be granted (except on special order items\*) if requested more than 10 days prior to the event start date. A \$100 charge per each telephone/data line and a \$250 charge per each Ethernet and/or ISDN line cancelled will apply when request for cancellation is made less than 10 days prior to the event start date. (\*Specially ordered services must be paid for in full, including all installation fees, once the order is placed by NCC. No refunds will be given.) **D. Services installed** but not used will not be refunded. **E. Customer service** issues must be reported to NCC prior to the close of show. In order for a refund to be considered, all claims must be filed in writing with NCC prior to the close of the event.
5. **ADVANCE ORDERS:** To receive the advance rate, advance orders must be received a minimum of fourteen (14) days prior to the first exhibitor move-in day and correct payment must accompany the order. Advance Orders shall receive priority service.
6. **TELEPHONE, DIAL-UP INTERNET AND ISDN:** **A. Service will be** delivered over a standard RJ11 jack. **B. All lines will be** restricted from "976, 900, 10-10" dialing unless otherwise requested in writing and approved by NCC. A charge may apply for this. **C. Long distance** charges of \$.50/minute domestic and \$3.00/minute international, as well as charges for all toll calls made (Directory Assistance, etc.) will be applied to the authorized credit card provided. **D. Local and long** distance telephone service providers for voice services will be NCC's selected provider(s). **E. NCC will provide** customer with a call accounting log upon request. **F. Power must be ordered separately. Price does NOT include power.**
7. **NCC INTERNET/DATA SERVICES:** **A. Service will be** delivered over a standard RJ45 jack or 802.11b/g wireless access points. **B. Wired service is** 10/100Mbps over a gigabit fiber-optic backbone. Wireless service is currently delivered at speeds up to 54Mbps over a gigabit fiber-optic backbone. **C. Customers will be** issued one user name and password or IP address for each connection purchased. **D. Due to the nature** of the Internet, NCC cannot guarantee any level of performance or accessibility beyond our gateway. The internet gateway has the capabilities to monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet network for all users. **E. The choice of the Internet Service Provider (ISP)** is at the sole discretion of NCC. If the customer requires that a specific vendor provide these services, arrangements must be made 12 (twelve) weeks prior to the move in date. **F. NCC does not guarantee** the safety or security of equipment, software, or proprietary information connected to or carried over services installed by NCC and/or its sub-contractors. **G. Internet speeds** are not guaranteed. **H. Power must be ordered separately. Price does NOT include power.**
8. **NCC PROVIDES LIMITED FIREWALL SECURITY AND NO ANTI-VIRUS PROTECTION ON OUR NETWORK.** CUSTOMER IS RESPONSIBLE FOR PROVIDING THEIR OWN FIREWALL SECURITY AND ANTI-VIRUS SOFTWARE. As is consistent with other service providers, NCC is not responsible in any way for damage to equipment or software, loss of proprietary information or network delays or interruptions caused by unauthorized security breaches or intrusions. CUSTOMER MAY BE HELD LIABLE FOR ANY DAMAGES TO EQUIPMENT, SOFTWARE, OR PROPRIETARY INFORMATION, OR ANY DAMAGES DUE TO NETWORK DELAYS, INTERRUPTIONS, TROUBLESHOOTING AND/OR REPAIR IF THE ORIGIN OF A SECURITY BREACH OR INTRUSION IS DETERMINED TO HAVE ORIGINATED FROM THEIR DEVICE. NCC STRONGLY ADVISES EVERY CUSTOMER TO TAKE PROPER SECURITY MEASURES TO PROTECT THEIR OWN EQUIPMENT AND SOFTWARE.
9. **CUSTOMER INTERNET/DATA RESPONSIBILITIES:** **A. NCC REQUIRES** THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE NCC NETWORK. **B. AT NO TIME** will a client power up any wireless device not provided by NCC without prior authorization. **C. At no time**, while connected to the NCC network will the client use/run their own DHCP server. **D. Customer must** provide a list of all required connections, containing exact location (exhibit booth number, meeting room number, etc.) and type of device being connected (switch, router, hub, PC, etc.) **E. Any customer device** that is determined to be causing interference with the normal operation of the NCC network must, at NCC's request, be immediately disabled or disconnected from the network. **F. Customer must** provide equipment that is properly configured and equipped with either a Wi-Fi adapter card or an Ethernet adapter card rated for 10/100 Mbps with an RJ45 connection.
10. **INTERNET USER/CUSTOMER RESPONSIBILITY:** **A. Internet user** has full, unrestricted access to the Internet. Matters considered improper, offensive, or even unlawful by groups or individuals are not the responsibility of the Internet Service Provider(s) and/or NCC. **B. Customer is responsible** for the proper configuration of customer provided equipment and software for Internet services, etc. Customer is responsible for all services outside of basic Internet connectivity including e-mail, VPN, FTP, web services, etc.
11. **COMPUTER EQUIPMENT RENTAL** includes setup of computer and monitor, but does not include power or internet connections.
12. **OTHER REQUIREMENTS over and above what is listed on this form should be attached and returned to the Nashville Convention Center.**
13. **NCC'S OBLIGATIONS UNDER** this Agreement are subject to limitations, and NCC and/or it's subcontractors shall not be liable for delays, failure to perform, or destruction or malfunction of the equipment and services, or any consequences of the above, caused, occasioned or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failure, explosions, civil disturbances, government regulatory requirements, acts of God or public enemy, war, military or government requisition, shortages of equipment or supplies, unavailability of transportation, acts or omissions of anyone other than NCC, it's representatives, agents, subcontractors or employees, or any other cause beyond NCC's reasonable control. In no event shall NCC be liable to the customer or to any other party for special, collateral, exemplary, indirect, incidental, or consequential damages. Such excluded damages include, but are not limited to loss of profits, loss of use or interruption of business, or other consequential or indirect economic loss.
14. **COMMUNICATION SERVICES ARE TO BE** ordered by each customer separately, and are not to be shared with other customers. Any customer sharing communication services without written authorization from NCC shall be charged for that service at standard rates on a complete second Service Order Form. All additional charges will be billed to the authorized credit card at the close of the event.
15. **ONLY NCC PERSONNEL** are authorized to modify system wiring or cabling. All material and equipment furnished for this service contract shall remain property of NCC.
16. **ALL CUSTOMER EQUIPMENT** must comply with FCC regulations and be configured to operate with "dial 9" service. NCC reserves the right to limit use of outside communication devices, including wireless devices.
17. **PRICES are based upon current wage rates and are subject to change without notice. Rates quoted for all connections cover only bringing one service to the booth in the most convenient manner and do not include connecting customer owned equipment.**
18. **PAYMENT AUTHORIZATION & FEES:** Your signature on this form authorizes the NCC to charge the credit card provided for payment of services ordered on this form. The Nashville convention Center offers Visa, MasterCard, Discover & American Express as credit card payment options via mail or fax. Please note that payments made by these methods will be assessed a **convenience fee of 2.35% per transaction** by our electronic processing company. No part of this convenience fee goes to the Nashville Convention Center.

*The Nashville Convention Center serves as its own Exclusive Telecommunications and Internet Service Provider.*

*Revised April / 2009*