



Telecommunications – Internet – Networking
Service Order Form
 NO FAX ORDERS

Oregon
 Convention
 Center

Effective dates: 07/01/2017 - 06/30/2018
 Prices subject to change without notice
 See other side for Terms of Service

Date Received _____
 Service Order # _____
 Ph: 503.235.7578
 Mail: Oregon Convention Center
 777 NE MLK Jr. Blvd.
 Portland, OR 97232
 Attn: OCC Operations Dept.
 Email: servicedesk@oregoncc.org

Shared Internet Access	Quantity	Daily Rate Standard	Daily Rate Floor	Max/Run-of-show Rate Standard	Max/Run-of-show Rate Floor	Total
Basic Internet – Wired – Up to 3Mbps for 1 device		\$230.00	\$260.00	\$920.00	\$1,040.00	
Business Class Internet – Wired – Up to 10 Mbps for 10 devices; includes 1 wired drop (use of layer 2 Ethernet switch permitted)	1	\$680.00	\$750.00	\$2,720.00	\$3,000.00	
Business Class – Wiring (additional device wiring for Business Class Internet)				\$120.00	\$140.00	
Business Class Wi-Fi – Up to 10 Mbps per connection		\$50.00	\$50.00	\$200.00	\$200.00	
Business Class Group Wi-Fi – Up to 10Mbps for 10 devices	1	\$340.00	\$380.00	\$1,360.00	\$1,520.00	
The use of routers – wired or wireless – or other network equipment, is prohibited without prior authorization. Please see complete Terms of Service for more information.					SUBTOTAL:	
Telephone Services	Quantity	Daily Rate Standard	Daily Rate Floor	Max/Run-of-show Rate Standard	Max/Run-of-show Rate Floor	Total
Standard Voice Line – Includes line with telephone		\$175.00	\$200.00	\$275.00	\$315.00	
Credit Card / Fax Line – Includes line with jack		\$175.00	\$200.00	\$275.00	\$315.00	
Do you want long distance? (please circle one) yes no	-	-	-	-	-	
					SUBTOTAL:	
Miscellaneous Services	Quantity	Daily Rate Standard	Daily Rate Floor	Max/Run-of-show Rate Standard	Max/Run-of-show Rate Floor	Total
Switch Rental 5-8 port		-	-	\$55.00	\$65.00	
Network Cable Rental – 25' or 50' Quantity: 25ft _____ ; 50ft _____		-	-	\$55.00	\$65.00	
Custom Requirements: (dedicated Internet access, public IP address, VLANs, etc. (call for pricing))				503.235.7578	503.235.7578	
					SUBTOTAL:	
Terms of Service: I agree in placing this order that I have accepted OCC's terms of service outlined on back of the order form. Credits will not be made for services delivered and not used.					GRAND TOTAL:	

Service Placement

- Service will be installed at the rear of the booth
- Any variation must be marked on the diagram. Labor charges may apply
- Please attach a second page with additional placement information if necessary
- If island booth, please attach a drawing of an adjacent booth for reference



Name of Event _____ Event Date(s) _____
 Exhibitor Name _____ Booth _____
 Email _____ Phone _____
 Address _____ City _____ State _____ Zip _____
 Form of Payment: Enclosed is my check or money order in the amount of: \$ _____ (payable to Oregon Convention Center)
 Visa MasterCard American Express Discover Account No. _____ Exp. Date _____
 Name: _____ Authorized Signature: _____

Payment in full must be rendered before service is provided.

TELECOMMUNICATIONS – INTERNET – NETWORKING TERMS OF SERVICE

1. **GENERAL:** **A)** By using these Telephone/Internet/Networking services, or information available through these services, Customer agrees to be bound by all of the terms and conditions of use as set forth below. **B)** These terms and conditions may be updated from time to time without notice. Continued use of this service will indicate agreement to any such change. **C)** All floor boxes must remain accessible to the OCC technical staff at all times. If any items impede access, OCC reserves the right to remove those items to gain access. **D)** All Customer equipment must comply with FCC regulations where applicable. OCC reserves the right to limit use of outside communication devices, including wireless devices. **E)** Only OCC personnel are authorized to modify system wiring or cabling. **F)** OCC and/or its subcontractors shall not be liable for delays, failures, destruction, or malfunction of equipment and services, OR any consequences of the above, caused by, or due to fire, flood, water, the elements, power failure, explosions, civic disturbances, government regulatory requirements, acts of God, war, military or government requisition, shortages of equipment or supplies, unavailability of transportation, acts or omissions of any third parties, or any other cause except for the sole negligence or willful misconduct of OCC. **G)** In no event shall OCC be liable to the Customer or to any other party for special, collateral, exemplary, indirect, incidental or consequential damages. Such damages include, but are not limited to loss of profits, loss or interruption of business, or other consequential or indirect economic loss. **H)** In the event of any violation of the terms contained herein, OCC reserves the right to suspend or terminate, either temporarily or permanently, any or all services provided. Customers who violate terms contained herein may additionally incur criminal and/or civil liability. OCC may refer violators to civil or criminal authorities for prosecution. **I)** Customer agrees to indemnify and hold OCC, Metro, the Metropolitan Exposition Recreation Commission and their affiliates, agents, telecommunications providers, service providers, officers, elected officials, employees and agents harmless from any claim, liability, loss, expense or demand, including attorneys' fees, related to a Customer's violation of the terms and conditions or the use of the services and information provided by OCC. **J)** The services provided are provided by OCC on an "as is" basis. Neither OCC nor its partners, providers, or affiliates make any representations or warranties of any kind, express or implied, as to the operation of the service, its contents, or any information made available by or through the services provided.

2. **SERVICE ORDERS, PAYMENTS, & REFUNDS:** **A)** Payment in full is required before service can be connected. **B)** All information on paper or online order forms must be complete, including acknowledgement of Terms of Service, or processing may be delayed. **C)** By providing an authorized signature on the front of the order form or by clicking on the "Place Order" button on the online order form, customer authorizes OCC 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)** Default placement of services will be applied - rear of booth, center of island booth, front of meeting rooms - unless placement is indicated on service order form or separately sent document. **D)** Full refunds will be granted if requested prior to the event start date. A \$100 charge per telephone line and a \$250 charge per Ethernet/data line cancelled will apply when request for cancellation is made on or after the event start date. Exception: Custom/Specially ordered services are non-refundable. **E)** Services installed but not used will not be refunded. **F)** Customer service issues must be reported to OCC during the event. In order for a refund to be considered, all claims must be filed with OCC prior to the close of the event.

3. **EQUIPMENT & SERVICE PROCEDURES:** **A)** OCC is the exclusive telecommunications provider at the Oregon Convention Center. Resale of services and 3rd party providers are prohibited without OCC approval. **B)** All material and equipment furnished by the OCC shall remain the property of OCC. Equipment may not be removed or relocated without OCC approval/staff assistance. **C)** Lost, stolen or damaged equipment will be charged to the Customer's authorized credit card at prevailing rates. **D)** Wired services will be delivered with one dropped cable and appropriate 4-wire (telephony) or 8-wire (data) modular jack per connection, unless otherwise specified. WiFi Internet access requires login/username and password, through web-based portal. **E)** Services are to be ordered by each Customer separately, and are not to be shared with other Customers. Customers sharing services purchased by another Customer will be disconnected from that service and/or required to place a separate order.

4. **TELEPHONE/FAX/CC MACHINES:** **A)** Service will be delivered over a standard RJ-11 jack. Standard analog phone set is available upon request. **B)** All "976," "900," and "10-10" dialing is restricted. **C)** Long distance dialing is available upon request; additional charges may apply. **D)** All devices must dial "9" for an outside line.

5. **INTERNET/DATA SERVICES:** **A)** Due to the nature of the Internet, OCC cannot guarantee performance or accessibility beyond our gateway. Traffic is monitored and every effort is made to maintain an acceptable level of performance for all users. **B)** The choice of Internet Service Provider (ISP) is at the sole discretion of OCC - if the Customer requires a specific 3rd party vendor, arrangements must be made 90 days prior to the move in date. **C)** OCC disclaims all warranties, expressed or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, or any infringement. Furthermore, OCC does not warrant that use of the service will not be interrupted, available at any time or from any location, secured and error-free. Corrected defects are not warrantable and the service is not guaranteed free of viruses or other harmful components. **D)** Customer is responsible for the proper configuration of their own equipment and software. **E)** Customer is responsible for all services outside of basic Internet connectivity, including e-mail services, ftp services, web services, etc. **F)** At no time shall a client power up any wireless device not provided by OCC without prior written authorization from OCC. (see 8, and 9 below) **G)** At no time while connected to the OCC network shall the client use/run their own switch, router, DHCP server or any other network equipment without prior written authorization from OCC. **H)** Any Customer device that is determined to be causing interference with the normal operation of the OCC network must, at OCC's request, be immediately disabled or disconnected from the network.

6. **SECURITY:** **A)** OCC does not guarantee the safety or security of equipment, software, or proprietary information connected to or carried over services installed by OCC and/or its sub-contractors. **B)** OCC provides no firewall security or anti-virus protection. Customers are responsible for providing their own firewall security and anti-virus software. **C)** As is consistent with other service providers, OCC is not responsible in any way for damage to equipment or software, loss of proprietary information or network delays or interruptions. Customers whose equipment is known to be the origin of a security breach/intrusion shall be held liable for any damages to equipment, software, or proprietary information, AND/OR any damages due to network delays, interruption, troubleshooting, and/or repair. Each Customer must take proper security measures to protect their own equipment and software, and avoid any such damages. **D)** Internet access is provided without restrictions/blocked ports - Customer agrees to use Internet service only for its lawful, intended purposes. Use of this service for transmission, distribution, retrieval, or storage of any information, data, or other material in violation of any applicable law or regulation is prohibited. **E)** Customer agrees not to use the service to provide false information or to impersonate someone else, or to distribute computer viruses, worms, or any software intended to damage or alter a computer system. **F)** System or network security violations are prohibited, and may subject Customer to criminal and/or civil liability. OCC will investigate potential security violations, and may notify applicable law enforcement agencies if violations are suspected. **G)** Customer may not attempt to circumvent the authentication procedures or security of any host, network, network component, or account to access data, accounts, or systems which Customer is not expressly permitted to access. Customer shall not interfere or attempt to interfere with service to any other user.

7. **WiFi SERVICES:** **A)** OCC provides various tiered WiFi Internet access services and WLAN services. **B)** Complimentary WiFi zones are available in select lobby locations (see lobby signage). Performance levels are not guaranteed and customer service is not provided. **C)** Individual WiFi service plans available facility-wide are shared Internet services - speeds may vary based on overall network/Internet activity. Service must be purchased per individual device through an online sign up page available after connecting to the network. Customer service for individual accounts is available at 1 (888) 243-5685. **D)** The OCC Telecom department is the exclusive Internet Service Provider for OCC. Unlicensed radio frequency (RF) transmissions are inherently vulnerable to interference from other devices that transmit similar RF signals or that operate within the same frequency spectrum. OCC cannot guarantee that interference will not occur. A concerted effort will be made to provide "clean air" and identify unauthorized devices that may interfere with the performance of OCC's infrastructure and services provided to its Customers. The removal will be requested of any such identified device that is known to be on the premises and causing such interference.

8. OCC WIRELESS DEVICE POLICY

WHERE INTERNET ACCESS IS REQUIRED

A) Wired shared Internet connections will be charged per device with Internet access. Basic OCC material & labor is included in price. Upon authorization, Customer may use own cables/switch/non-wireless router to connect other devices, however access for those devices will still require payment. **B)** Wireless services provided by a common carrier - i.e. 3G/4G - are allowed, as they pertain to a one-to-one connection between a wireless device and the carrier point of access. **C)** The use of MiFi devices, EVDO routers, or other devices, for the purpose of providing Internet access to multiple end users violates OCC policy and is not allowed. **D)** The use of MiFi devices or WiFi access points (AP) to produce a WiFi signal which originates from within OCC may interfere with the operation of existing OCC networks, and is not allowed without prior authorization from the OCC Telecom department. **E)** When WiFi enabled devices are unable to use a direct Internet connection and must communicate with a local server, the use of a WiFi AP may be authorized under the following conditions: WiFi AP must be manageable as such, that power levels may be adjusted and network/SSID broadcasts may be disabled. When local server/router is connected to Internet, denial of Internet access to connected WiFi enabled devices must be demonstrated to avoid charges for additional devices.

WHERE INTERNET ACCESS IS NOT REQUIRED

A) A wired local area network (LAN) may be created within a single booth without authorization from OCC. **B)** A LAN extending beyond a single booth, or between multiple booths, must be authorized by OCC, and may require the use of OCC infrastructure - charges may apply. **C)** LAN creation using a WiFi AP - i.e. for use by tablets, phones, etc. - must be authorized by OCC. Authorization will require that hardware is manageable as such, that power levels may be adjusted and network/SSID broadcasts may be disabled.