

CONTACT INFORMATION

Event Name:		Event Date(s):	
Company:		Booth Number:	
E-Mail:		Phone:	

SEND INVOICE TO

Company:			
Address:			
City:		State:	
Zip Code:		E-Mail:	

ORDER CHANGES / CANCELLATIONS

	FEE
Returned check service charge	\$50.00
Move an installed line	\$100.00
Lost/damaged telephone instruments	\$100.00
Internet/Phone line cancellation before installation	\$50.00
Phone order cancellation after installation	50%
Internet order cancellation after installation	50%

**THERE WILL BE NO CANCELLATION OF ANY SERVICES AFTER EVENT BEGINS
SERVICE REFUNDS WILL BE MADE WITHIN 30 DAYS OF THE EVENT CLOSE DATE**

METHOD OF PAYMENT

Services will not be provided until a completed order form and payment is received.
Remaining balances will be applied to the credit card on file.

Payment by Check: ☐ Check (must ALSO enclose CC number)

Payment by Credit Card: ☐ American Express ☐ MasterCard ☐ Visa

Credit Card Number:

Billing Address:

City: **State:** **Zip Code:**

Print Name on Card: **Expiration Date:**

Card Holder Signature: **Security Code:**

To arrange payment by Credit Card, Check, or ACH another way, please contact:

Moscone Facility Services

O: 415.974.4080 or Email: internet@moscone.com

Please email or mail this completed order form along with payment to:

Moscone Facility Services

Attn: Telecommunications Department | 747 Howard Street, San Francisco, CA 94103-3118
internet@moscone.com



Event Name:

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Booth #:

STEP 1 — WHAT WILL YOU BE DOING ON THE INTERNET?

Check all that apply — it points you to the right service below. Skip it and we'll assume the lightest one fits.

- ☐ Checking email, browsing the web, lead-retrieval app, a simple demo → Standard
- ☐ Video calls, cloud apps, streaming, digital signage, or your own router → ShowConnect
- ☐ A team of 5, 10, or 15 who all need a reliable connection at once → a ShowConnect user-tier package
- ☐ Taking credit-card payments, registration, medical, or another system that can't drop → ShowConnect

STEP 2 — SELECT YOUR SERVICE

STANDARD INTERNET — shared network (wired OR wireless)

BUILT FOR

Browsing, email, simple demos — wired or wireless, one or two devices sharing the connection.

NOT FOR

Video calls, streaming, payments, or an all-day demo — shared bandwidth will slow down and may disconnect. No customer routers, access points, or switches on shared service.

Select: ☐ Wired ☐ Wireless ☐ Combined +\$650 ADV / \$750 STD / \$865 On-Site

SERVICE	QTY	ADV	STD / FLAT	ON-SITE	TOTAL
1st Device Shared network, wired or wireless, up to 10Mbps		\$1,295.00	\$1,495.00	\$1,720.00	
Additional Device		\$220.00	\$260.00	\$300.00	

SHOWCONNECT — dedicated network (wired AND/OR wireless)

BUILT FOR

Video calls, cloud demos, streaming, digital signage, credit-card payments, registration, or other systems that can't drop, and larger teams — wired and/or wireless on your own dedicated network and/or dedicated SSID. Wired routers allowed.

Select: ☐ Wired ☐ Wireless ☐ Combined

Step up to a flat-rate network package for 5, 10, 15, or 20 people on the same network.

SERVICE	QTY	ADV	STD	EVENT	TOTAL
Copper Up to 5 devices or up to 5Mbps		\$6,495.00	\$7,095.00	\$8,160.00	
Bronze Up to 10 devices or up to 10Mbps		\$10,995.00	\$11,995.00	\$13,795.00	
Silver Up to 15 devices or up to 15Mbps		\$12,995.00	\$14,495.00	\$16,670.00	
Gold Up to 20 devices or up to 20Mbps		\$15,995.00	\$17,995.00	\$20,695.00	
Wireless SSID Add-On		\$1,065.00	\$1,250.00	\$1,440.00	

Add if Wireless or Combined is checked above — stackable on any tier

DEDICATED BANDWIDTH — add-on for any ShowConnect tier

BUILT FOR

- Live streaming and webcast production from the booth or a session room
- Point-to-point or multi-point custom network builds across a booth, activation, or multiple spaces
- High-density digital engagement services (large video walls, multi-camera setups, synchronized displays)

SERVICE	QTY	ADV	STD	EVENT	TOTAL
Base Add-On Setup + first 5 Mbps dedicated (Copper-tier base rate)		\$6,385.00	\$7,095.00	\$7,805.00	
Additional Bandwidth Per Mbps, min. 5 Mbps block		\$675.00	\$750.00	\$825.00	

50 Mbps cap on Additional Bandwidth. Above 50 Mbps, contact internet@moscone.com for a custom quote.

Advance rate: Submit order form 15+ days before event.

Standard rate: paid before move-in. On-site rate: ordered during move-in/show days..



Event Name: Company: Booth #:

NETWORK ADD-ONS

SERVICE	QTY	ADV	STD	EVENT	TOTAL
ShowConnect Additional Location Additional network location for VLAN		\$900.00	\$1,000.00	\$1,100.00	
Ethernet Switch Rental — Unmanaged 8, 16, or 24-port unmanaged switch		\$200.00	\$250.00	\$300.00	
Ethernet Switch Rental — Managed 8, 16, or 24-port managed switch		\$225.00	\$275.00	\$325.00	
Additional Ethernet Cable Under 50 ft — flat rate		\$100.00	\$115.00		
Additional Ethernet Cable Over 50 ft — flat rate		\$120.00	\$150.00		
TOTAL DUE — INTERNET SERVICES (both pages)					

TELEPHONE SERVICES

ITEM / INCLUDES	QTY	ADV	STD	EVENT	TOTAL
Single Line Telephone Touch-tone line, voice/fax/data, usage billed per minute		\$250.00	\$300.00	\$350.00	
Multi Line/Speaker Telephone Multiple lines or speaker function		\$500.00	\$600.00	\$650.00	
Conference Telephone For meetings		\$600.00	\$700.00	\$750.00	

ADDITIONAL SERVICES

ITEM	QTY	ADV	STD	EVENT	TOTAL
Deposit for Usage Charge* Refundable — all calls, local and long distance, billed per minute			\$75.00		
Voicemail Add-on — flat rate			\$25.00		
Call Waiting Add-on — flat rate			\$25.00		
Restricted Calls Dial '9' to access outside line — flat rate			\$25.00		
Remove Dial '9' Requirement Optional — flat rate			\$25.00		

* Unused deposit balances are refundable.

TOTAL DUE — TELEPHONE SERVICES:

On-Site Contact: Extension No:

Advance rate: Submit order form 15+ days before event.

Please specify the internet drop location on your booth diagram, or email it with your order.
Please email internet@moscone.com with any questions — we're happy to help you pick the right service.

Internet Services – Terms and Conditions

These Terms and Conditions (“Terms”) govern the purchase and use of internet services provided by Moscone Facility Services (“MFS”) to the individual(s) or entity purchasing and/or using such services (“Purchaser”). By executing an Order Form or otherwise accessing the internet services, Purchaser agrees to be bound by these Terms. If Purchaser is an entity, then the person accepting these Terms represents and warrants that they have been properly authorized and empowered to do so on behalf of such entity. Capitalized terms not defined in these Terms will have the meanings given to them in the Order Form.

1. SERVICES

1.1 MFS will provide Purchaser with the services set forth in the Order Form (“Services”) during the Event at the service level specified in the Order Form, which may include maximum bandwidth provided, maximum number of devices supported, maximum number of IP addresses supported, and/or other explicitly detailed characteristics (“Service Level”).

1.2 MFS’s sole obligation with respect to internet performance is to make the Services available to Purchaser at the Service Level. Purchaser is solely responsible for selecting a Service Level appropriate for its needs. MFS shall have no liability for service degradation, network congestion, or failure of the Services to meet Purchaser’s operational needs arising from use of the Services in excess of the contracted Service Level or from any cause other than MFS’s failure to provide the contracted Service Level.

1.3 MFS reserves the right to implement reasonable traffic management, prioritization, or throttling measures to protect the integrity of its network and to ensure equitable service to all users of MFS’s facilities, and to restrict or block access to certain sites or content.

2. PAYMENT TERMS

2.1 Fees for the Services are set forth in the Order Form. Unless otherwise agreed in writing, all fees are due and payable as follows:

- Direct Billing: Invoices issued to Purchaser directly are due and payable within thirty (30) days of the invoice date (“Net 30”).
- Master Account Billing: Where Purchaser’s charges are applied to a Master Account, payment is due in accordance with the payment terms governing that Master Account, as set forth in the applicable License Agreement (“License Agreement”) for the Event or as otherwise agreed in writing between the applicable Moscone entity and the Master Account holder.

2.2 All amounts not paid when due will bear interest at the lesser of one and one-half percent (1.5%) per month (18% per annum) or the maximum rate permitted by applicable law, accruing from the due date until the date of payment in full. Purchaser shall reimburse MFS for all reasonable costs incurred in collecting overdue amounts, including reasonable attorneys’ fees, court costs, and collection agency fees.

3. SERVICE PROVIDED AS-IS; DISCLAIMER OF WARRANTIES

3.1 THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, MFS EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT.

3.2 WITHOUT LIMITING THE FOREGOING, MFS DOES NOT WARRANT THAT: (A) THE SERVICES WILL MEET PURCHASER’S SPECIFIC REQUIREMENTS OR EXPECTATIONS; (B) THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE; OR (C) THE SERVICES WILL BE COMPATIBLE WITH ANY PARTICULAR APPLICATIONS, DEVICES, OR CONFIGURATIONS USED BY PURCHASER OR END USERS.

3.3 Some jurisdictions do not permit the exclusion of implied warranties. To the extent any such exclusion is unenforceable, the applicable warranty shall be limited to the minimum scope and duration permitted by law.

4. THIRD-PARTY INTERNET SERVICES; UPSTREAM OUTAGES

4.1 The Services rely on connectivity provided by one or more third-party ISPs and upstream carriers over which MFS has no ownership or control. MFS’s responsibilities and obligations under these Terms extend only to the network infrastructure operated by MFS (the “Internet Facilities”). MFS shall not be responsible or liable for any interruption, degradation, latency, or failure of connectivity attributable to: (a) any ISP, upstream carrier, backbone provider, or internet exchange point; (b) failures of the public internet, domain name system (DNS) infrastructure, power grid, or any third-party network or service; (c) actions of third-party content providers, cloud services, or streaming platforms; (d) Purchaser’s or an End User’s equipment, software, acts or omissions; or (e) any cause originating outside the Internet Facilities.

4.2 In the event of an upstream or ISP outage, MFS will use commercially reasonable efforts to notify Purchaser and to restore connectivity within the limits of MFS’s control, but MFS does not guarantee any restoration timeline and shall bear no liability for delays attributable to third-party providers.

5. LIMITATION OF LIABILITY

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, (A) IN NO EVENT SHALL MFS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THESE TERMS OR THE SERVICES, INCLUDING LOST

PROFITS, LOST REVENUE, LOST DATA, BUSINESS INTERRUPTION, OR REPUTATIONAL HARM, EVEN IF MFS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; AND (B) MFS'S TOTAL AGGREGATE LIABILITY TO PURCHASER ARISING OUT OF OR RELATED TO THESE TERMS OR THE SERVICES, REGARDLESS OF THE FORM OF ACTION OR THE THEORY OF LIABILITY, SHALL NOT EXCEED THE TOTAL FEES ACTUALLY PAID BY PURCHASER FOR THE SERVICES GIVING RISE TO THE CLAIM.

The parties acknowledge that the limitations of liability in this Section reflect a reasonable allocation of risk given the fees charged for the Services and were a material inducement for MFS to enter into these Terms.

6. ACCEPTABLE USE POLICY; COMPLIANCE

6.1 Purchaser agrees to comply with MFS's Acceptable Use Policy, as amended from time to time ("AUP").

6.2 Purchaser shall not, and shall not permit any person or system under Purchaser's direct operational control, to use the Services in any manner that violates the AUP or applicable law, including, but not limited to, uses involving:

- Unauthorized access to or interference with any computer system, network, or data;
- Transmission of unlawful, infringing, defamatory, obscene, or fraudulent content;
- Distribution of malware, viruses, or other harmful code;
- Activities that violate any applicable export control, sanctions, or data protection laws; or
- Network scanning, probing, or any activity that disrupts or degrades the Internet Facilities or the services of other users.

6.3 Individuals, including without limitation event attendees, exhibitor staff, speakers, or other guests ("End Users") will be required to agree to terms governing their access (the "End User Terms") in order to access the Services. Purchaser shall not be liable for the actions of individual End Users that occur through the End User's own independent use of the Services, provided that:

- Purchaser has not directed, facilitated, or knowingly permitted such actions;
- Purchaser takes reasonable steps to address violations by End Users of the End User Terms upon receiving notice from MFS; and
- Purchaser cooperates with MFS in any investigation of alleged End User violations.

6.4 MFS reserves the right to suspend or terminate access to the Services—including the access of specific End Users—without prior notice, and without liability to Purchaser or any End User, for violations of the AUP, to protect the security and integrity of the Internet Facilities, to protect other end users, to comply with applicable law, or if any payment is past due, without prejudice to any other rights or remedies available to MFS.

6.5 Purchaser shall promptly notify MFS if Purchaser becomes aware of any use of the Services that violates or may violate the AUP or applicable law.

7. PURCHASER RESPONSIBILITIES; NETWORK PERFORMANCE AND SECURITY

7.1 Purchaser Responsibilities. In order to access the Services, Purchaser must have compatible equipment and software and locate equipment in close enough proximity to access points to achieve connectivity with the Internet Facilities. Purchaser is solely responsible for maintaining its own equipment and software. MFS is not responsible for support or troubleshooting related to issues attributable to Purchaser or End User equipment or software.

7.2 Network Performance. Transmission speeds set forth in the Order Form are maximums and are not a commitment to consistently provide the listed transmission speed. MFS does not guarantee that any specific throughput, latency, or uptime will be achieved. Performance and availability may vary for reasons including, but not limited to, (a) transmission and download speed and accuracy; (b) network congestion; (c) performance, configuration, and functionality of Purchaser's equipment and software; (d) physical obstructions and distances between Purchaser or End User devices and the Internet Facilities; (e) availability of electric power; (f) collocation failures; (g) transmission and equipment limitations, failures, maintenance or repair; (h) interference from third-party equipment, and (i) user error. Without limiting the foregoing, Purchaser acknowledges and agrees that MFS is not responsible for interference originating from devices not under its control, including wireless devices operated by other exhibitors or show management personnel. MFS is not liable for any degraded performance, service interruption, or resulting damages caused by such third-party equipment.

7.3 Use of Personal Wireless Devices. Wi-Fi operates on a shared, unlicensed radio spectrum, and its performance can be affected by wireless devices brought in and operated by exhibitors or show management personnel, including personal hotspots, MiFi devices, cellular signal boosters, and privately operated access points or routers ("Personal Wireless Devices"). These devices can cause radio frequency interference, channel congestion, and signal degradation that impact network performance for all exhibitors and attendees on site, not just the device owner. Exhibitors and show management are strongly discouraged from operating Personal Wireless Devices within the venue. MFS reserves the right to require they be powered down, disabled, or removed — particularly where they are found to disrupt network services purchased by other exhibitors or by show management.

7.4 Network Security. Purchaser acknowledges that the internet is inherently insecure and that data transmitted over the Services may be subject to interception, monitoring, or unauthorized access by third parties. MFS does not provide firewall, intrusion detection, antivirus, or other security services as part of the Services unless expressly specified in the Order Form. Any sensitive or confidential information transmitted through the Services is done at Purchaser's own risk. MFS is not responsible for any loss, theft, or compromise of Purchaser's or End Users' data arising from use of the Services, except to the extent directly caused by MFS's gross negligence or willful misconduct. Purchaser is solely responsible for the security of its own equipment, devices, and systems connected to the Services, and for implementing appropriate encryption and security measures for its data and communications.

7.5 Third Party Content. MFS has no liability for any third-party website or its content accessed via the Services.

8. INDEMNIFICATION

8.1 Without limiting any indemnification obligation in the License Agreement (if applicable), Purchaser agrees to defend, indemnify, and hold harmless MFS, the City and County of San Francisco, SMG, ASM Global Parent, Inc., the Moscone Center Joint Venture, the Trustees of the Moscone Center Project, the Office of Community Investment and Infrastructure, the affiliates and subsidiaries of each of the foregoing, the directors, members, managers, officers, agents, and employees of each of the foregoing, and their respective assigns from and against any claims, losses, damages, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or related to:

- Purchaser's breach of these Terms; or
- Any claim by a third party (including End Users) arising from Purchaser's acts or omissions in connection with the Services.

8.2 MFS will promptly notify Purchaser of any claim for which indemnification is sought, cooperate reasonably in the defense of such claim, and give Purchaser control of the defense, provided that MFS may participate at its own expense with counsel of its choosing and that Purchaser shall not settle any claim in a manner that imposes obligations or restrictions on MFS beyond the payment of money without MFS's prior written consent.

9. FORCE MAJEURE

MFS shall not be liable for any delay or failure to provide the Services to the extent such delay or failure is caused by circumstances beyond MFS's reasonable control, including but not limited to: acts of God or natural disasters (including earthquakes, floods, storms, or fires); pandemic, epidemic, or public health emergency; war, terrorism, civil unrest, or government action; labor disputes or strikes not involving MFS's own employees; power grid failures; or actions or failures of third-party ISPs or internet infrastructure providers (each, a "Force Majeure Event"). Purchaser's payment obligations for Services that were actually rendered before the Force Majeure Event are not excused or deferred by reason of a Force Majeure Event.

10. TERM AND TERMINATION

10.1 These Terms are effective from the date the Order Form is executed and continue through the conclusion of the Event or the end date specified in the Order Form, whichever is later, unless earlier terminated in accordance with this Section.

10.2 Either party may terminate these Terms immediately upon written notice if the other party materially breaches these Terms and fails to cure such breach within five (5) business days after written notice specifying the breach.

10.3 Upon termination or expiration, Purchaser's right to access and use the Services immediately ceases. Fees for Services rendered through the date of termination remain due and payable. Sections 2, 3, 5, 7, 8, and 10 through 12 survive expiration or termination.

11. DATA AND PRIVACY

MFS may collect certain personal data, including technical and network data, in connection with providing the Services, including IP address assignments, traffic volumes, and session logs. MFS will handle such data in accordance with its privacy policy and applicable law.

12. GENERAL PROVISIONS

12.1 Governing Law; Venue. These Terms shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict-of-laws principles. Any dispute arising from or related to these Terms shall be subject to the exclusive jurisdiction of the state and federal courts located in San Francisco County, California.

12.2 Entire Agreement. These Terms, together with the License Agreement (if applicable), the Order Form, and any policies, including the AUP, incorporated by reference, constitute the entire agreement between the parties with respect to the Services and supersede all prior and contemporaneous agreements, understandings, and representations relating to the subject matter hereof.

12.3 Amendment; Waiver. No amendment to these Terms is effective unless in writing and signed by authorized representatives of both parties. No waiver of any right or provision shall be deemed a continuing waiver or a waiver of any other right or provision.

12.4 Assignment. Purchaser may not assign these Terms or its rights hereunder without MFS's prior written consent. MFS may assign these Terms to any affiliate of MFS or in connection with a merger, acquisition, or sale of substantially all of MFS's assets without Purchaser's consent. Any attempted assignment in violation of this Section is void.

12.5 Severability. If any provision of these Terms is held invalid, illegal, or unenforceable, that provision will be modified to the minimum extent necessary to make it enforceable, and the remaining provisions will continue in full force and effect.

12.6 Notices. All notices under these Terms must be in writing and delivered to the contact information set forth on the Order Form by hand delivery, overnight courier, or email.

12.7 Counterparts; Electronic Signatures. The Order Form that incorporates these Terms may be executed in counterparts and by electronic signature, each of which shall be deemed an original and all of which together constitute one agreement.

12.8 Relationship of the Parties. Nothing in these Terms creates a partnership, joint venture, agency, or franchise relationship between the parties.