



**E V E N T   I N F O R M A T I O N**

Event: **2009 August International Sales Meeting**

Event Dates: **8/13/2009 to 8/16/2009**

**Discount Deadline:**

**Thursday, July 30, 2009**

Dear Exhibitor,

Greetings from the Austin Convention Center Department (ACCD) Utility Services Division. We are the utility service provider for the Austin Convention Center and the Palmer Events Center. At this time, we would like to brief you on our services and how to make them available to you for your event. Enclosed is an information packet containing service descriptions, order forms, and service terms/conditions. Please read and fill out the information completely and legibly. Pay special attention to order discount deadlines and service restrictions.

The ACCD Utility Services Division offers services at a Discount and Standard rate. To qualify for the discount rate, services must be faxed or postmarked by the set deadline date above, with payment in full. Orders not received prior to the deadline will qualify for standard rates, no exceptions. Services will not be installed until full payment is received. All outstanding balances will be collected on site and settled prior to the close of your event.

We provide a wide range of utility and technical services. We have divided our services into the following categories:

- Electrical
- Lighting and Other Equipment
- Compressed Air, Water, and Drainage
- Telephone
- Technical

For each category you will find a listing of services, prices, and any additional restrictions specific to the service category.

Should you have questions or require services not listed on our order forms, please call in advance. We will do our best to facilitate your needs. Thank you for using our facility.

Sincerely,

**Mark Mason**

Utility Services Division



### **Ordering Instructions**

**Completing the Order Form:** A Utility Services Order Form is included in this packet. Complete the 'Exhibitor Information' and 'Authorization' sections. ACCD will not process incomplete forms. Next, select any services you wish to order from our product listing. Enter the product numbers, descriptions, quantity, and prices in the 'Service Order' section on the order form.

**Payment Method:** Payment in full must accompany order. Payment may be made by check, money order, or credit card. **DO NOT SEND CASH.** Make check or money order payable to 'Austin Convention Center.' Order forms without payment will not be processed.

**Deposits:** The ACCD requires a major credit card as security deposit for rental of designated equipment and for long distance service connections. If you are ordering any services which require a deposit, you must complete the credit card information portion of the 'Payment Method' section.

**Discounts:** The ACCD offers discounts on designated equipment and services if your PRE-PAID order is postmarked or received via FAX by the discount deadline. Please refer to our price list to determine discount eligibility.

**Submitting an Order:** Mail completed order forms with payment to the address shown at the top of the form. Credit card customers may fax their completed order form to (512) 404-4220.

**Cancellation:** Cancellation of services must be made 5 days prior to first contracted day of event.

**Questions?:** Please call 512/404-4000 and request the Utility Services Division if you have any questions regarding our services or ordering procedures.

### **Payment Terms and Conditions**

- Payment in full is required prior to service connection. All outstanding balances must be paid by the end of your event.
- Advance orders paid in full will have priority over floor orders.
- Exhibitor booths will be audited during the event and charged for any additional services. The charges will be included in the exhibitor's final bill at the standard rate.
- Any work not covered under ACCD's price schedule, will be done on a time and material basis.
- All material and equipment damaged or lost shall be at the responsibility of the exhibitor and will be billed to the exhibitor for the full replacement value at the close of the event.
- All prices are rental only. All materials remain the property of ACCD unless otherwise specified.
- All rates are subject to change without notice.

### **Refund Terms and Conditions**

- No credit will be issued for services or equipment installed but not used.
- Claims and/or Refunds will not be considered nor honored unless filed by exhibitor prior to close of event at the Utility Service Desk.
- All questions on billing must be settled prior to the close of event.
- Refunds for less than \$50.00 will not be considered.
- Refunds for cancelled services must be made 5 days prior to first contracted day of event.
- No refunds will be processed after the event closes. NO EXCEPTIONS.

### **General Terms and Conditions**

- All floor orders services (or changes to installed services) must be placed at the Utility Service Desk. The ACCD service staff is not permitted to accept orders directly from exhibitors.
- ACCD can not guarantee service prior to the opening for floor orders.
- Wall, column, and permanent building electrical outlets are not a part of booth spaces and are not to be used by exhibitors. Access to all wall outlets and floor pockets is restricted to ACCD personnel.
- Under no circumstance shall anyone other than ACCD personnel make service connections.
- The ACCD offers a limited inventory of utility services connections and rental equipment to our clients for their exclusive use on a first come first service basis. The ACCD can not guarantee availability of utility services or rental equipment.
- ACCD is not responsible for power failures or fluctuations in voltage, air, or water pressures. Equipment with strict tolerances may require regulating devices. Exhibitor must arrange for regulator valves, line conditioners, backflow prevention devices, etc...
- All equipment and connections regardless of source of power must comply with federal, state, and local safety codes.
- Special equipment connections requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without ACCD personnel. All service connections to ACCD utilities must be made by ACCD personnel only.
- Exhibitor agrees to indemnify and hold harmless the ACCD, City of Austin, and their respective officers, agents, and employees, against and from any and all claims for property damage and personal injury including death, arising out of or in any way caused by exhibitor's negligence in the use or misuse of the utility outlets, equipment, etc., supplied to exhibitor by the ACCD under this order.
- Exhibitor will be responsible for damage to telecommunications, electrical, water, compressed air, and drainage network or equipment caused by exhibitor's equipment, acts, and/or omissions.
- If by reason of any default on the part of exhibitor hereunder, it becomes necessary to engage an attorney, the exhibitor agrees to pay all costs, expenses, and attorney's fees expended or incurred by the ACCD in connection herein.



# UTILITY SERVICES ORDER FORM

EVENT INFORMATION	
Event <b>100007859 - 2009 August International Sales Meeting</b>	
Event Dates: <b>8/13/2009 to 8/16/2009</b>	
Discount Deadline:	<b>Thursday, July 30, 2009</b>

EXHIBITOR INFORMATION			
Company Name		Booth No.	
Address		Contact Phone Number	
City	State	ZIP Code	Fax Number
Contact Person		Contact's E-mail Address:	

AUTHORIZATION (Orders submitted without a signature will not be processed.)	
I have read and agree with all the terms as stated on the attached agreement.	
Authorized Signature	Print Name
	Date

PAYMENT METHOD	
Payment in full MUST accompany order. Payment may be made by check, money order, or credit card. DO NOT SEND CASH. Make check or money order payable to 'Austin Convention Center.'	
<input type="checkbox"/> CHECK <input type="checkbox"/> AMEX <input type="checkbox"/> DISCOVER <input type="checkbox"/> MASTERCARD <input type="checkbox"/> VISA <input type="checkbox"/> DINERS CLUB	<input type="checkbox"/> BANK TRANSFER Bank Transfer to Bank of America: Austin, TX 78701 ABA#: 026009593    ACCT#: 488005759350 Account Name: Investment Pool Receiving Please reference Name of Event and Booth Number on all Bank Transfers so we may properly credit your account. <b>NOTE: Customers are responsible for all bank processing fees.</b>
Credit Card Number	Expiration
Cardholder	Signature
For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. Please provide an email address for electronic notification of invoice and credit card transactions.	

**IMPORTANT ORDERING INFORMATION**

Completing the Order Form: Select any services you wish to order from our Current Price List. Enter the product numbers, descriptions, quantity, and prices in the 'Service Order' section below.

Deposits: The ACCD requires a major credit card as security deposit for rental of designated equipment and for long distance service connections. If you are ordering any services which require a deposit, you must complete the credit card information portion of the 'Payment Section.'

Discounts: The ACCD offers discounts on designated equipment and services. Please note that only specific equipment/services are eligible for discounts. Please refer to our current price list to determine which equipment and services qualify for discounts. Orders must be postmarked by **7/30/2009** to receive any eligible discounts.

Submitting an Order: Mail completed order forms with payment to the address shown at the top of this form. Credit card customers may fax their completed order form to (512) 404-4220.

Questions?: Please call 512/404-4000 and request the Utility Services Division if you have any questions regarding our services or ordering procedures.

Refunds: Refund requests must be filed by Exhibitor prior to the end of the event. No refunds will be processed after the event closes. **NO EXCEPTIONS.**

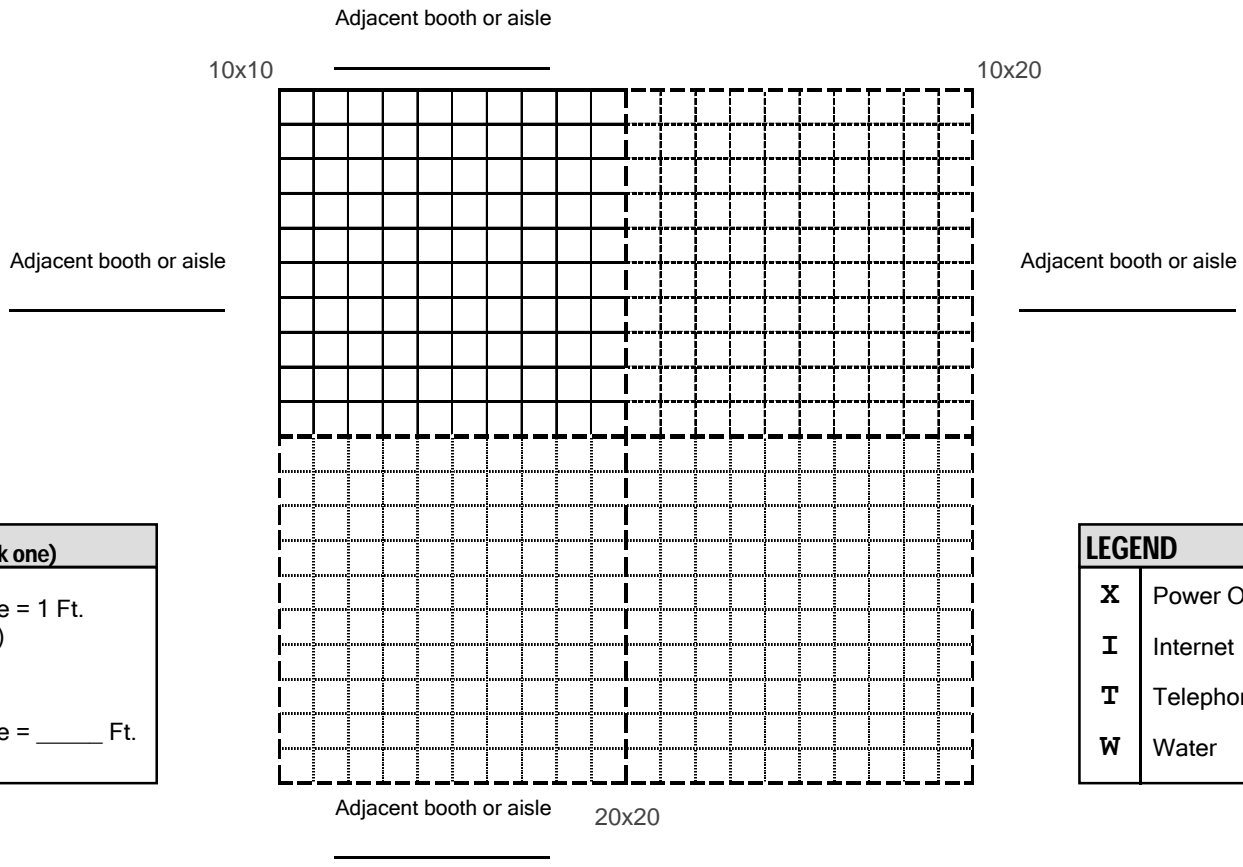
SERVICE ORDER				
PRODUCT ID	ITEM DESCRIPTION	UNIT PRICE	QUANTITY	SUB-TOTAL
Note: A diagram is REQUIRED for all orders with 2 or more services requested.			<b>TOTAL AMOUNT DUE</b>	

Event Name:	2009 August International Sales Meeting	Event Dates:	8/13/2009 to 8/16/2009	Discount Deadline:	07/30/2009
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**Utility Service Distribution Grid**

- Please use grid should you not have a floor plan to submit.
- Use the coordinates or the boxes as a scale for placement of services.
- Mark the adjoining booth # or aisle for orientation
- Labor charges will be applied to your order form as outlined in our labor guidelines.

Company Name	Booth Number



**SCALE (check one)**

1 Square = 1 Ft. (Default)

1 Square = \_\_\_\_ Ft.

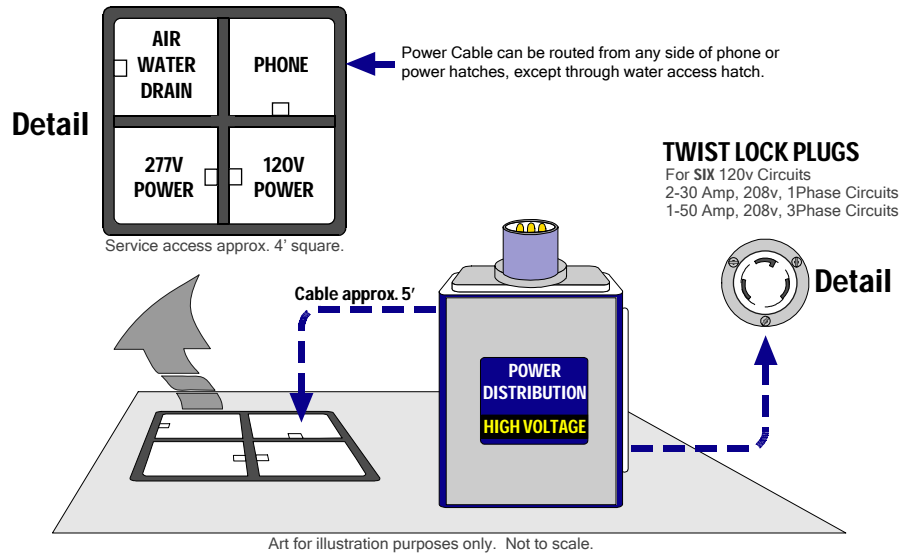
**LEGEND**

X	Power Outlet
I	Internet
T	Telephone
W	Water

**Service Access/Power Distribution Box Information**

The Austin Convention Center has utility service access located in the floor 30' apart. These show up on the floor plan as small squares. Contact your Show Manager to obtain a show floor plan. A power distribution box spreads electrical power to the booths. It is approximately 24" x 18" x 6" with a 5' long, 2" thick cable plugged into the service hatch. We plug twist-lock extension cords in to the distribution boxes and run cords to your booth.

If its location is inconvenient, we can usually reposition the box or cover it. We can also remove it provided no other exhibitors are powered by it, but this restricts the amount of power we can deliver and may require sharing of electrical circuits. In addition, we will assess an additional charge for labor if you elect to have it replaced. Please call prior to your event if you have any questions.



Art for illustration purposes only. Not to scale.



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**Electrical Outlets**

Product ID	Product Description	Standard Price	Discounted Price
E101	120 Volt Outlet 0-1000 Watts ( 8 Amps )	\$85.00	\$64.00
E102	120 Volts 15 AMP	\$95.00	\$71.00
E103	120 Volts 20 AMP	\$105.00	\$79.00
E104	120 Volts 30 AMP	\$130.00	\$98.00
E201	120 Volt Outlet 0-1000 Watts ( 8 Amps ) - Ceiling Power	\$85.00	\$64.00
E202	120 Volts 15 AMP - Ceiling Power	\$95.00	\$71.00
E203	120 Volts 20 AMP - Ceiling Power	\$105.00	\$79.00
E204	120 Volts 30 AMP - Ceiling Power	\$130.00	\$98.00

**Labor**

Product ID	Product Description	Standard Price	Discounted Price
M101	Standard Labor per Hr. (6AM -12AM except holidays)	\$40.00	Discount Not Available
M102	Overtime Labor per Hr. (12AM - 6AM and holidays)	\$60.00	Discount Not Available

**Power for Motors or Special Equipment**

Product ID	Product Description	Standard Price	Discounted Price
P201	208 Volts/Single Phase 20 AMP	\$155.00	\$116.00
P202	208 Volts/Single Phase 30 AMP	\$180.00	\$135.00
P203	208 Volts/Single Phase 50 AMP	\$235.00	\$176.00
P302	120/208 Volts/3 Phase 20 AMP	\$285.00	\$214.00
P303	120/208 Volts/3 Phase 30 AMP	\$330.00	\$248.00
P304	120/208 Volts/3 Phase 50 AMP	\$410.00	\$308.00
P307	120/208 Volts/3 Phase 70 AMP	\$485.00	\$364.00

**General Terms and Conditions**

- A standard electrical outlet is a single female plug. Multi-outlet fixtures are available for rent. See *Supplemental Lighting and Equipment*.
- Labor
  - A. **Labor is charged for:**
    1. All electrical services of 30 amps or any 208V source
    2. Any four (4) services in one (1) booth
    3. Installation of utilities after booth display and/or carpet has been installed
    4. Relocating/moving installed services
    5. Installing services in location other than location most convenient to booth
    6. Re-taping electrical cords
    7. Resetting breakers due to exhibitor equipment
  - B. Labor (if required) is charged in increments of one (1) hour with a one (1) hour minimum.
  - C. Labor charges are **NOT** available at a discount.
- If special electrical plugs are required, exhibitor is responsible for furnishing the associated wiring schematics and required connectors. Exhibitor will be responsible for all labor charges involved in connecting and disconnecting wires. Please contact the ACCD Utility Services @ (512) 404-4000 with any special wiring requirements.
- Use of open clip sockets, latex or lamp cord wire, duplex or triplex plugs is prohibited
- All exhibitors' cords must be of the three (3) wire grounded type. All exposed non-current carrying metal parts of fixed equipment which are liable to be energized shall be grounded.
- Electrical equipment is to be installed, operated, and maintained in a manner which does not create a hazard to life or property.
- Connection rates cover bringing service to the booth in the manner and location most convenient to the ACCD and do not include adapters or special wiring.
- Each exhibitor must order power separately. Exhibitors are not allowed to share power.
- Unauthorized use of electrical services will be terminated or exhibitor must pay utility service charges associated with service.

**AUSTIN CONVENTION CENTER DEPARTMENT**

Utility Services Division, 500 East Cesar Chavez Street, Austin, Texas, 78701

Phone: 512/404-4000 Fax: 512/404-4220 Fed. Tax ID: 74-6000085

**UTILITY SERVICES  
Technology Price Schedule**

Event Name:	2009 August International Sales Meeting	Event Dates	8/13/2009 to 8/16/2009	Discount Deadline	07/30/2009
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**Technical Services**

Product ID	Product Description	Standard Price	Discounted Price
H101	Standard Internet Connection	\$400.00	Discount Not Available
H102	Enhanced Internet Connection	\$500.00	Discount Not Available
H201	Fiber Patch (MDF to IDF only)	\$400.00	Discount Not Available
H202	Fiber Optic Patch Cable (Each)	\$50.00	Discount Not Available
H203	Multi Mode Fiber Patch	\$400.00	Discount Not Available
H302	Class "C" Internet Service (Up to 250 IP's)	\$3,000.00	Discount Not Available
H311	UTP Data Network Patch	\$300.00	Discount Not Available
H312	UTP (Category 5 Patch Cable)	\$25.00	Discount Not Available
H313	UTP (Category 6 Patch Cable)	\$50.00	Discount Not Available
H402	Ethernet Switch	\$500.00	Discount Not Available
H601	Broadband Coaxial Cable Patch (Excludes labor and materials to extend)	\$300.00	Discount Not Available

**Labor**

Product ID	Product Description	Standard Price	Discounted Price
M103	Standard Technical Labor per Hr. (6AM -12AM except holidays)	\$100.00	Discount Not Available
M104	Overtime Technical Labor per Hr. (12AM - 6AM and holidays)	\$125.00	Discount Not Available

**Technical Services Terms and Conditions**

- Internet Connections are charged per IP address.
- Internet connections must be requested at least ten days in advance of show date.
- Internet addresses are provided by ACCD upon confirmation of order on a first come, first service basis.
- Additional labor and material charges may be added for designing and installing special networks.
- The ACCD is not responsible for network saturation or failures caused by misuse, power fluctuations, etc.
- Technical service fees do not include electrical services necessary for workstation(s).
- Users must bring own ethernet cards for their equipment.
- Users must pre-configure ethernet drivers for their equipment.
- The ACCD can only guarantee connection speeds to the internal port of the router connected to the internet.
- The ACCD can not be responsible for web traffic and network saturation outside of the building.
- Acts of God and network failure outside of the building are not the responsibility of the ACCD.
- Please contact the Utility Services Division at 512/404-4000 for any questions regarding ordering technical services.

Please contact the Utility Services Division at 512/404-4000 if you need any outside circuits such as ISDN service.

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### Telephone

Product ID	Product Description	Standard Price	Discounted Price
T101	Local Only Phone Line	\$200.00	\$150.00
T102	Local/Long Distance Phone Line	\$250.00	\$188.00
T103	Telephone Set Rental (Credit Card Deposit Required)	\$0.00	
T201	Modem Line	\$200.00	\$150.00
T301	MultiLine/Speakerphone-Local	\$350.00	\$263.00
T302	MultiLine/Speakerphone-Long Distance	\$350.00	\$263.00
T401	Specialty Programming	\$50.00	Discount Not Available

### Telephone Service Terms and Conditions

- **Local Service**
  1. Phone line installation includes one touch-tone line and male RJ-11 jack. All lines configured for 'Dial 9' calling.
  2. Allows exhibitor to dial any local number and toll-free numbers. It also allows callers to use their own long distance carrier for long distance credit card calls.
- **Long Distance Service**
  1. Allows both local and long distance dialing.
  2. Long distance charges are in addition to the installation charge and will be billed after the close of the event.
  3. Deposit: A major credit card is required as a security deposit for long distance service activation. The credit card information section on the order form must be completed.
  4. All long distance charges will be processed against credit card information previously provided by Exhibitor.
- **Phone Set**
  1. Deposit: A major credit card is required as a security deposit for rental of a handset. The only security deposit we accept is a major credit card. The credit card information on the Exhibitor information section must be completed. Your credit card will be charged (\$50.00) for the replacement of the equipment if you fail to return the equipment after the close of the event.
  2. Pick Up and Return: Phone sets must be picked up and returned to the Utility Service Desk. Should you need assistance in picking up or returning your set, please contact Utility Services.
  3. Rental of telephone hand sets may not be discounted.
- **Special Programming**
  1. The ACCD offers voice mail and line rollover services.
  2. Special programming requests must be made at least 10 days prior to the event, or we can not guarantee delivery of service.
  3. No Discount available for Special Programming services.
- **Telephone for Credit Card Machine Use**
  1. The telephone line fees do not include electrical services necessary for credit card machines.
  2. It is the exhibitor's responsibility to ensure that credit card machines are programmed for Dial 9 calling. Contact your credit card processor for all credit card machine programming instructions.

### Calling Card Dialing Instructions

Some exhibitors do not want a separate bill for long distance charges after the show closes. If you select 'local' service for your phone line, you can use your phone credit card for long distance calling. Contact your calling card service provider for local call dialing instructions.