



An SMG Managed Facility

P.O.BOX 2543 • KNOXVILLE, TENNESSEE 37901
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COMMUNICATIONS and TECHNOLOGY SERVICE ORDER FORM

PAYMENT FOR ADVANCE ORDERS MUST BE RECEIVED IN OUR OFFICE 14 DAYS PRIOR TO MOVE-IN DATE

MAKE ALL REMITTANCE PAYABLE TO: KNOXVILLE CONVENTION CENTER, ATTN: FINANCE DEPARTMENT.

NAME OF EVENT _____ DATE OF EVENT ____ / ____ / ____ BOOTH# _____

FIRM NAME _____ CONTACT NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

PAYMENT: CHECK__ CASH__ VISA__ MC__ AMEX__ DC__ PHONE# _____ FAX# _____

CARD# _____ EXP. DATE _____

I ALSO AUTHORIZE SMG TO CHARGE ANY OUTSTANDING BALANCES AT THE TIME OF MOVE-OUT TO MY CREDIT CARD

SIGNATURE _____ NAME ON CARD _____

**WE DO NOT ACCEPT DINERS CLUB CREDIT CARDS **

SERVICES

| QUANTITY | DESCRIPTION | *ADVANCE | FLOOR | TOTAL |
|----------|--|-----------|-----------|-------|
| | ANALOG PHONE LINE W/SET (FAX, CC, DIALUP, VOICE) | \$ 175.00 | \$ 225.00 | |
| | DIGITAL PHONE LINE W/SET (VOICE; Speaker phone, LCD) | \$ 225.00 | \$ 275.00 | |
| | MULTI-LINE SET | \$ 50.00 | \$ 75.00 | |
| | VOICE MAIL BOX | \$ 25.00 | \$ 50.00 | |
| | CALL WAITING | \$ 25.00 | \$ 50.00 | |
| | HUNTING (ROTARY) | \$ 50.00 | \$ 75.00 | |
| | 3-WAY CONFERENCE CALLING | \$ 50.00 | \$ 75.00 | |
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| | | | | |
| | | | | |
| | ISDN LINE (NOT an Internet Connection) | \$ 400.00 | \$ 450.00 | |

*IN ORDER TO RECEIVE THE ADVANCE RATE, THE ORDER FORM, WITH PAYMENT MUST BE RECEIVED AT LEAST 14 DAYS PRIOR TO MOVE-IN DAY. ALL CANCELLATIONS ARE SUBJECT TO 50% PROCESSING FEE. CANCELLATIONS MADE 24 HOURS BEFORE INSTALLATION ARE NON REFUNDABLE. ALL CHANGED ORDERS ARE SUBJECT TO A CHARGE OF \$45.00. THERE WILL BE A \$30.00 FEE FOR ALL RETURNED CHECKS. PAYMENT IN FULL MUST BE RENDERED PRIOR TO DELIVERY OF SERVICE.

TOTAL CHARGES _____

PLEASE CONTACT THE EVENT SERVICES DIRECTOR FOR ADDITIONAL NEEDS/QUOTES.

VIDEOCONFERENCING AVAILABLE IN ADMINISTRATIVE BOARD ROOM:

\$85 /HOUR w/OUT TECH SUPPORT OR \$150 /HOUR w/ TECH SUPPORT

RATES FOR TELEPHONE SERVICE:

Local calls (FREE), Toll Free (FREE), Long Distance (\$2 /min)
International calls (\$4 /min) Credit Card required for all calls

BOOTH LAYOUT DIMENSIONS -

PLEASE SUBMIT FLOOR PLANS WITH EXACT PLACEMENT FOR SERVICES FOR LARGE EXHIBIT AREAS.

FLOOR LOCATIONS ARE ON 30' CENTERS, CHECK WITH SHOW MANAGER FOR BOOTH PLACEMENT

TERMS AND CONDITIONS FOR COMMUNICATIONS AND TECHNOLOGY SERVICES

1. Telephone instruments must be picked up at the Service Desk. At that time a deposit will be required for network access charges via a credit card. All long distance charges incurred from the first move-in date through the last move-out date are the responsibility of the exhibitor.
2. The Knoxville Convention Center (KCC) is not responsible for lost or damaged equipment while in exhibitor's possession. A \$250.00 per phone set charge will be billed for sets damaged or not returned.
3. Payment in full must be rendered prior to delivery of service.
4. Advance orders must be received in SMG's office a minimum of fourteen (14) days prior to scheduled move-in date.
5. Notification of cancellation must be received in writing a minimum of fourteen (14) days prior to scheduled move-in day to qualify for a partial refund.
6. Labor is charged in ½ hour increments (Minimum charge is ½ hour) Labor rate is \$50.
7. Under no circumstances shall anyone other than the KCC Telephone Technicians or KCC Telephone Contractors make any special wiring within the Convention Center.
8. The KCC will not be responsible for any cutting or altering of any floor coverings in order to bring telephone service to a booth.
9. The KCC reserves the right to require deposit for Telecommunication equipment prior to installation. Credit will not be given for service installed, but not used.
10. Booth utilities are to be ordered by each exhibitor separately and are not to be shared with other exhibitors.
11. All material and equipment furnished by the KCC for the service order, shall remain the property of the Convention Center, and shall be removed only by the Convention Center staff at the close of the show.
12. Customers' rental of the equipment includes the usage of (but physical access to) the common telecommunication equipment (collectively, the "switch") serving the customer at the Convention Center identified above.
13. Disputes concerning service must be filed by the exhibitor with the Event Services Department prior to the close of show.
14. All equipment supplied to exhibitors should be returned to the Service Desk at the close of show.
15. All exhibitor telephone service will be disconnected on the last day of the event, thirty minutes after the official closing time.
16. Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, testing, over-head drops and/or special placement of communication services. All island booths will require a scaled diagram with orientation, and additional labor and materials for precise placement of communication services. Additional labor will be required for relocating service after installation. Labor charges may be assessed on the exhibit floor and payment in full must be rendered. No exceptions.