



**SERVICE ORDER FORM**  
 ♦ **Telecommunications**  
 ♦ **Internet**  
 ♦ **Networking**

**Mail to:** CCPI  
 800 Convention Place  
 Seattle, WA 98101  
**On-Line:** [www.ccpi.net/wsctc](http://www.ccpi.net/wsctc)  
**Fax to:** (206) 505-5498  
**Phone:** (888) 381-8924

Name of Event: \_\_\_\_\_ Dates of Event: \_\_\_\_\_ Booth/Room #(s): \_\_\_\_\_  
 Exhibiting Firm Name: \_\_\_\_\_ Ordered By: \_\_\_\_\_  
 Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_  
 Telephone #: (\_\_\_\_) \_\_\_\_\_ Fax #: (\_\_\_\_) \_\_\_\_\_ E-mail Address: \_\_\_\_\_

**FOR DISCOUNT RATE ORDER MUST BE RECEIVED WITH PAYMENT 14 DAYS PRIOR TO THE EVENT MOVE-IN DATE**

A.	TELEPHONE SERVICES (Must dial 9 then the number)	QTY.	DISCOUNT	STANDARD	TOTAL
1.	<b>Wireless Pocket Phone</b> - No wires, no jacks, no "cellular" charges. Let's you communicate to the outside world from anywhere <u>inside</u> Washington State Convention and Trade Center. (Based upon availability.)		\$145	\$195	
2.	<b>Standard Voice Line</b> - Includes line with telephone. For voice communication only, NOT FOR LAPTOP OR PC COMPUTERS. (Dial "9" required.)		\$225	\$275	
3.	<b>Credit Card/Fax Line</b> - Includes line with jack. (NO dial "9") <input type="checkbox"/> Check if Phone set is requested <input type="checkbox"/> Check if Dial 9 is requested		\$225	\$275	
4.	<b>Do you want to call Long Distance?</b> (Please circle one)    Yes    No (LD will be billed to the authorized credit card below, at the close of the event.)		**	**	
5.	<b>Optional Telephone Services</b> - Video Conferencing, Multi-Line Phones, Conference Speakerphone, Voice Mail, Call Waiting, Digital Pocket Pager, Nextel PCS Service (Call for Pricing.)		888-381-8924	888-381-8924	
6.	<b>ISDN Line (Does not include connection equipment)</b>		\$595	\$695	
B.	INTERNET ACCESS SERVICES (Includes 1 line w/RJ11 jack, or cable drop w/100 Base T & RJ45 jack to your booth or room, 1 computer connected, technical support)	QTY.	DISCOUNT	STANDARD	TOTAL
1.	<b>Shared T1 Ethernet Service</b> with 1 Computer Connection		\$895	\$1095	
2.	<b>Shared 512 Kbps Ethernet Service</b> with 1 Computer Connection		\$745	\$895	
3.	<b>Shared 56Kbps Ethernet Service</b> with 1 Computer Connection		\$395	\$495	
4.	<b>Dedicated Ethernet Service</b> (Scalable from 56Kbps to Full T1 - Call for Options and Pricing)		888-381-8924	888-381-8924	
5.	<b>Each Additional Ethernet Computer Connection</b>		\$125	\$195	
6.	<b>Internet Dial-Up Line ( Up to 56Kbps)</b> with 1 Computer Connection		\$395	\$495	
C.	MISCELLANEOUS SERVICES	QTY.	DISCOUNT	STANDARD	TOTAL
1.	<b>Equipment Rental</b> - PC's, Hubs, Routers, Switches, Faxes (Call for Pricing)		888-381-8924	888-381-8924	
2.	<b>Internal Networking</b> - Room to room, per connection charge.		\$250	\$360	
3.	<b>Misc. Labor, VLAN's, Technical Assistance, etc.</b> (Call for Pricing)		888-381-8924	888-381-8924	
			SUBTOTAL BEFORE SALES TAX    \$		
Wa. State Sales Tax applies to ALL exhibitors without a completed Tax Exempt Form (PER RCW 82.04.070)			WASHINGTON SALES TAX 8.8%    \$		
			TOTAL AMOUNT DUE (US DOLLARS)    \$		
<b>Payment Options</b>					
<input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex <input type="checkbox"/> Company Check <input type="checkbox"/> Other I authorize CCPI to bill my credit card for the charges listed above and any additional charges incurred, including any long distance service changes. Credit Card Number: _____ Card Expiration Date: ____ - ____ (Must be valid through last day of event) Card Holder (Please Print) _____ Authorized Signature _____					
			<b>SERVICE PLACEMENT</b> Service will be brought to the rear of the booth. Any variation must be marked on this diagram. Please attach a second page with additional placement information if necessary. (If island booth, please attach a drawing.)		REAR  LEFT                  RIGHT  AISLE
PLEASE COMPLETE SERVICE PLACEMENT DIAGRAM					

# Telecommunications - Internet - Networking Service Order Form

## 1. CONDITION FOR PROCESSING SERVICE ORDER FORM:

- a. Payment (in US dollars) for ALL services must accompany Service Order Form, or service requested cannot be activated.
- b. Booth/room number(s) must be identified on Service Order Form.
- c. Placement of voice and data connections in a booth/room **must be marked on the service order form or accompanied by a floor plan provided by the client.** If not Convention Communications Provisioners, Inc. (CCPI) will place connections in the rear of booths that are in rows or in the center of island booths. A client requesting a longer line cord may purchase one from CCPI for \$1/foot.
- d. Incomplete Service Order Form will delay processing.

## 2. EQUIPMENT PROCEDURES:

- a. Clients requesting single line telephone, dial-up Internet or ISDN service will receive a standard RJ-11 jack as a part of the contract pricing. Clients requesting shared or dedicated Ethernet service will receive a standard RJ-45 jack as a part of the contract pricing.
- b. Clients are responsible for the protection and safe keeping of any equipment issued by or rented from CCPI.
- c. Lost, stolen or damaged equipment will be charged to the client at prevailing rates, including line cords provided by CCPI.
- d. Standard Voice Line - standard voice grade line is provided. These lines are **not** for connection to computers. (See 2.f below.)
- e. Special services for these high level transmissions are available only if made available by the Local Exchange Carrier and Long Distance Company.
- f. Internet connectivity through a Single-Line Phone connection is prohibited. If it is determined that a client is connecting to the Internet through a Single-Line Phone connection, that client's authorized credit card will be charged the prevailing rate for the Internet Dedicated Dial-up Connection on the Service Order Form.

## 3. PAYMENTS AND REFUNDS:

- a. Long distance charges (\$.50/min Domestic, \$3.00/min International) and charges for all toll calls made (i.e. Directory Assistance, 800 calls) and airtime (\$1.00 /min) for Nextel PCS phones will be billed at the close of the event by CCPI to the authorized credit card provided, and added to the client's invoice and statement.
- b. Charges for additional services provided after the initial order will be posted to the referenced credit card at the close of the event.
- c. Services installed but not used will not be refunded.
- d. The "Payment Options" section on the Service Order Form must be completed. By clicking the PLACE ORDER button or signing the Service Order Form, you authorize CCPI to charge the amount due as pre-payment for services, along with any additional charges incurred during the event, to the authorized credit card.
- e. There will be a \$50 service charge for any checks returned. If a check is returned for any reason, a cashier's check, money order, or valid credit card can only replace it. There will be a \$50 service charge added if the payment is wire transferred to CCPI.
- f. A monthly service change of 1.5% will be added to invoices 30 days past due.
- g. Refunds, after installation - NO REFUNDS
- h. There is a minimum \$100.00 charge to move an installed line. Time and material rates may apply and CCPI cannot guarantee operational service by event opening.
- i. There is a \$100.00 cancellation charge per telephone/data line when canceled less than 10 days prior to event start date. There is a \$250.00 cancellation charge on each canceled Ethernet or ISDN service. (If a T1 or any other line has been special ordered and installed for a client, client is responsible for complete cost of installation and set up fees)

## 4. CCPI CARRIER OF CHOICE PROVIDES LONG DISTANCE.

- a. All lines will be restricted from "976", "900", and "10-10" dialing unless otherwise requested in writing and approved by CCPI. A charge will be made for this.
- b. CCPI will provide a detailed listing of all calls made on the line at the clients request. L.D. rates are \$.50 /min, Dom., \$3.00/min Int'. ISDN long distance charges will be billed at the prevailing rate at the end of the event by CCPI to the authorized credit card provided, and added to the client's invoice and statement.

## 5. ONLY CCPI PERSONNEL are authorized to modify system wiring or cabling.

Material and equipment furnished for this service contract shall remain property of CCPI.

## 6. ALL CUSTOMER EQUIPMENT must comply with FCC regulations and must

be configured to operate with "dial 9" service.

## 7. CLICKING ON THE PLACE ORDER BUTTON at the bottom of the Service Order Form or faxing/mailling a signed Service Order Form to CCPI constitutes authorization to proceed

with work necessary to accomplish the services ordered and and arrange for the installation of ordered services. This includes arranging for disconnections or rearrangements of service and equipment as appropriate.

## 8. CLIENT CONTRACTING FOR services from CCPI agreed to indemnify and hold and save whole and harmless, CCPI, its employees and/or its subcontractors from and against any and all loss, damage or injury to person or property arising from or related to customer and its employees, guests, invitees, or agents use of telecommunications/Internet services from CCPI unless such loss, the sole negligence, gross negligence or willful misconduct of CCPI, its employees and/or its subcontractors cause damage or injury.

## 9. CCPI is not responsible for loss of communication services caused by local and/or long distance carriers.

**CCPI DOES NOT GUARANTEE** the safety or security of equipment, software, or proprietary information connected to or carried on

lines installed by CCPI and/or its subcontractors. CCPI provides some firewall security, but client is responsible for providing their own firewall security and anti-virus protection.

**CCPI OBLIGATIONS UNDER** this Agreement are subject to, and CCPI and/or

its subcontractors shall be liable for delays, failure to perform, or destruction or malfunction of the equipment and services. Also, any consequences of the above, caused, occasion or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failure, explosions, civic disturbances, government regulatory requirements, acts of God or public enemy, war, military or government requisitions, shortages of equipment or supplies, unavailability of transportation, act or omissions of anyone other than CCPI, its representatives, agents, subcontractors, or employees, or any other cause beyond CCPI's reasonable control.

**INTERNET SERVICE PROVIDERS (ISP'S)** for Internet services will be CCPI's selected provider(s).

**INTERNET CLIENT 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 CCPI. Subscribers agree to indemnify and hold and save whole and harmless Internet Service Providers (s) and CCPI from any/all problems, and damages resulting from translation of services.

**COMMUNICATION SERVICES ARE TO BE** ordered by each client separately,

and are not to be shared with other customers. Any client sharing communication services without written authorization from CCPI, shall be charged for that service on a full and complete second Service Order Form.

## Convention Communication Provisions, Inc.

800 Convention Place, Seattle, WA 98101 PHONE: 888-381-8924 FAX: 206-505-5498  
WSCTCINFO@CCPI.NET

Exclusive Telecommunications and Internet Service Provider at Washington State Convention and Trade Center

# ORDER ON-LINE AT WWW.CCPI.NET/WSCTC