



TAMPA CONVENTION CENTER INTERNET SERVICE ORDER

333 S. Franklin St.
Tampa, Florida 33602

PHONE
813-274-7761
1-800-426-5630

FAX
813-274-7859

Exclusive Service Provided by Tampa Convention Center
Email: TCC.Exhibitservices@TampaConventionCenter.com

SEE REVERSE SIDE FOR RATE, PAYMENT POLICIES, AND REGULATIONS

Event Name/Date(s) _____ Booth #: _____ Standard ___ Island ___

Company/Organization: _____ Contact Person: _____

Address: _____ City _____ State ___ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

INTERNET INFORMATION

- Notes:**
- TCC provides an INTERNET connection with one 15-foot long Cat5 cable. Computers must have an Ethernet Card installed. All equipment is rental equipment only and must be signed out at the TCC Service Desk during move-in. A \$250.00 charge will be assessed for Internet access device not returned to the Service Desk within one hour of show closing.
 - A scaled floor plan must accompany all island booth(s) orders showing internet line termination. Labor and material required to relocate outlets will be charged a minimum of one hour at the hourly rate.
 - All standard connections are assigned via DHCP; if you require a **STATIC IP ADDRESS**, please submit your request 14 days before event date. TCC cannot guarantee multiple IP Addresses not ordered in advance.

INTERNET	Speed	Incentive Rate (One connection)	Standard Rate (One connection)	Quantity	Amount
Internet Drop	2.0M / 2.0M	\$ 750.00	\$1,125.00		
Additional Connections		\$ 100.00	\$ 150.00		
8 Port Hub*		\$ 75.00	\$ 112.50		
15 Foot Cat5 Cable each *		\$ 25.00	\$ 37.50		
Cat5 Under Carpet (scaled floor plan required) *		\$ 75.00	\$ 112.50		
Technical Support (one hour minimum) *		\$ 100.00	\$ 150.00		

Additional hours or portion of an hour will be Charged at \$100/hr

* Items that are taxable (Internet Drop is <u>non-taxable</u>)	SUB-TOTAL	
	SALES TAX (7%)	
	TOTAL	

Special Instructions: _____

FORM OF PAYMENT PAYABLE TO THE CITY OF TAMPA				
Check <input type="checkbox"/>	Cash <input type="checkbox"/>	Visa <input type="checkbox"/>	MasterCard <input type="checkbox"/>	AMEX <input type="checkbox"/>
Account Number: _____			Exp. Date _____	
Name (Please Print) _____				
Cardholder Signature _____				
I also authorize charging any unpaid balances to my credit card.				

TCC USE ONLY	
Date Received	_____
Amount Paid	_____
Balance Due	_____
Date Processed	_____
Processed By	_____
Page	of

To receive incentive rate, payment must be received **21** days prior to first show day.
TCC (10/09)

Internet Service Order Instructions

Complete the Order Form and retain a copy for your records.

Mail or fax a copy of the Order Form and FULL PAYMENT to:

CITY OF TAMPA/TAMPA CONVENTION CENTER

ATTN: Exhibit Services Department

333 S. Franklin Street

Tampa, FL 33602

Rate Policy

1. INCENTIVE RATES require that order forms AND full payment MUST be received a Minimum of 21 CALENDAR DAYS PRIOR to the first day of show. STANDARD RATES will apply after the deadline.
2. Rates include equipment rental.
3. Rates are for the entire show.

Cancellation Policy

1. Notification of cancellation of services MUST be postmarked in writing a MINIMUM of 14 days prior to the first scheduled show date to receive a full refund, less a \$50 administrative fee.
2. No refunds will be given for services installed and not used.
3. The Center will not refund overpayments, except sales tax, in amounts less than \$15.00, unless specifically requested in writing.
4. There will be a \$25 service charge on all returned checks.

Payment Policy

1. 100% payment (in U.S. currency ONLY) must accompany each order - Company, certified, or cashiers check payable to the City of Tampa/Tampa Convention Center. No personal checks, please. Credit Cards accepted: Visa, MasterCard, and AMEX.
2. Internet Service not received by exhibitor must be reported to the Service Desk PRIOR to the opening of the event to receive a refund.
3. Payment for additional on-site materials/labor is due when service is rendered.
4. If by any reason of any default on the part of the TCC lessee or exhibitor hereunder, it becomes necessary to engage an attorney, the TCC lessee or exhibitor agrees to pay all costs, expenses and attorney's fees expended or incurred by the City/TCC in connection therewith. The City/TCC will not be responsible for strikes, accidents, fires, acts of God, terrorism or delays beyond its control.
5. Upon check-in, with a personal and/or company credit card, a Credit Card Authorization Form must be completed and will be kept on file until the close of the event for unanticipated charges or additions to the equipment ordered.

General Information

1. Customer should report to Service Desk at least four hours prior to show opening to schedule internet installation.
2. Failure to schedule installation may result in loss of INTERNET privileges, with no refund.
3. At the close of the event, all INTERNET lines will be de-activated and equipment must be available for IT to pick up .
4. The Tampa Convention Center is not responsible for exhibitor equipment incompatibility with services ordered.
5. A rate quoted for all connections cover bringing the service to the booth in the most convenient manner and does not include equipment or special wiring.
6. A \$250.00 charge per internet connection will be assessed for equipment damaged or not available for pickup within one hour of show closing.