

## EXHIBITOR ORDERING GUIDE

### YOUR ROADMAP TO A SUCCESSFUL EVENT



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#### A 印名 SmartCity.

#### Where TECHNOLOGY Meets HOSP ALITY

#### EXPERTISE WE HAVE DESIGNED & INSTALLED MORE NETWORKS FOR MAJOR TRADESHOWS THAN ANY OTHER ORGANIZATION

#### FIRST CLASS CUSTOMER SERVICE

Leading up to the start of your event, our **customer service team** will work with you to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures. We understand there are a lot of moving parts when planning to exhibit at a convention and our mission to make this process as easy as possible.

It's our goal to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping ensure network reliability and the delivery of the services you need. During move-in and show days, our team is available to assist you with your ordered services.

#### KNOWLEDGEABLE TECHNICAL SUPPORT

Our experienced technicians are **readily available** to perform troubleshooting, installation of additional services, relocations and much more.

Our team will be available throughout the entire event to provide you with the show experience you've always envisioned.

#### REDUNDANCY OF EQUIPMENT

We always have spares on-hand and are network ready. Smart City always keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we can replace it immediately with **little to no downtime**.

#### 24/7 NETWORK MONITORING

All ports on the Smart City network are **polled every minute for network stability**. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.





Order online at: https://orders.smartcitynetworks.com or call 888.446.6911



#### Is the exclusive provider of the following services:







### Need just a **BASIC** CONNECTION?

## Our **BASIC INTERNET SERVICE**, ideal for **LIGHT INTERNET USAGE** such as

web browsing and checking email via a wired connection.

SERVICE	INCENTIVE**	BASE	ON-SITE
Basic Internet	\$895	\$1,140	\$1,368
Additional Device	\$185	\$220	\$255
EQUIPMENT & LABOR	INCENTIVE**	BASE	ON-SITE
Switch Rental	\$185	\$225	\$270
Patch Cables	\$50	\$62	\$74
Labor (Floor Work)	\$125	\$125	\$ 125

#### \* NOT FOR STREAMING \*\* ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

#### **Basic Internet Includes:**

- 1.54 Mbps burstable to 3 Mbps per device
- Routers are not permitted on this service and will not work
- Each device includes (1) Private IP Address
- Up to 4 additional IPs [devices] may be purchased separately
- Ethernet RJ45 Hardline drop and is DHCP (plug and play)

To connect multiple devices to this service a Switch Rental, Patch Cables and Floor Work are required. If more than 5 devices are needed, another main drop (Basic Internet w/1 Private IP) is required. An additional 4 devices can then be added to your order. A maximum of 10 devices in one location is permitted.

ORDER NOW ( >



Order online at: https://orders.smartcitynetworks.com or call 888.446.6911

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# What if it's MISSION CRITICAL?

## Our DEDICATED WIRED SERVICES are the FASTEST AND MOST RELIABLE way

to deliver high quality experiences at your event.

DEDICATED SERVICES	STREAMING SD or HD or UHD						BASE	ON-SITE
3 Mbps Dedicated	1	N/A	N/A	\$3,495	\$4,370	\$5,244		
6 Mbps Dedicated	2	1	N/A	\$5,900	\$7,375	\$8,850		
10 Mbps Dedicated	3	2	N/A	\$7,850	\$9,810	\$11,772		
15 Mbps Dedicated	5	3	N/A	\$11,700	\$14,630	\$17,556		
25 Mbps Dedicated	6	4	1	\$19,250	\$24,060	\$28,872		

#### \*ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

Whether you are setting up your own booth Wi-Fi, Webcasting, HD Streaming, Gaming or require Point to Point connectivity, Dedicated Internet is the way to go!

#### **Dedicated Services Include:**

- Ethernet (1) RJ45 Hardline drop with VLAN
- Wireless and Hardline routers are permitted
- (5) Static Public IP addresses
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase





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## NEED WIRELESS CONNECTIVITY?

## Our **STANDARD HOTSPOT** provides **SIMPLE & SECURE WIRELESS**

connectivity ideal for checking emails, browsing the web, processing payments, and light website demonstrations.

STANDARD HOTSPOT PROVIDES 1.5 Mbps PER DEVICE*							
DEVICE LIMIT	INCENTIVE**	BASE	ON-SITE				
5 Device Limit	\$2,339	\$2,807	\$3,368				
15 Device Limit	\$4,133	\$4,960	\$5,952				
30 Device Limit	\$6,762	\$8,114	\$9,737				
Additional Access Point Rental	\$750	\$750	\$750				

#### \*<u>NOT</u> FOR STREAMING. \*\*ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point booth size may require additional Access Point rental





https://orders.smartcitynetworks.com/wifi-splash-page-design



Order online at: https://orders.smartcitynetworks.com or call 888.446.6911

## WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

## Our PREMIUM HOTSPOT combines HIGH BANDWIDTH WIRELESS

with greater flexibility and customization options that generate smoother product demos, quicker remote connectivity and superior video streaming quality.

PREMIUM HOTSPOTS ARE NOT RATE LIMITED PER DEVICE STREAMING								
<b>BANDWIDTH ALLOCATION</b>	SD c	or <b>HD</b> o	r UHD	INCENTIVE*	BASE	ON-SITE		
10 Mbps	3	N/A	N/A	\$8,800	\$10,560	\$12,672		
20 Mbps	6	4	N/A	\$16,600	\$19,920	\$23,904		
30 Mbps	10	6	1	\$24,200	\$29,040	\$34,848		
40 Mbps	13	8	1	\$31,550	\$37,860	\$45,434		
50 Mbps	16	10	2	\$39,050	\$46,860	\$56,232		
Additional Access Point Rental	N/A	N/A	N/A	\$750	\$750	\$750		

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- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point booth size may require additional Access Point rental





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https://orders.smartcitynetworks.com/wifi-splash-page-design

### NEED TELEPHONE OR CONFERENCE SERVICES?

### Our **TELEPHONE SERVICES** provide reliable **VOICE SERVICE** solutions for

Single Line, Multi Line, and Conference calls.

VOICE SERVICES	INCENTIVE*	BASE	ON-SITE
Single Line Telephone - With or Without Device	\$275	\$345	\$414
Multi Line Telephone	\$415	\$520	\$624
Polycom Speaker Phone	\$465	\$575	\$690

#### \*ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

We have specialized in telephone services for over 30 years. Smart City provides reliable phone services with crystal clear connections. Our telephone services can be used for reception check-in, conference calls in meeting rooms and for credit card processing machines.

#### **Telephone Service Information:**

- Multi Line telephones include (1) Main number and (1) rollover line
- Polycom speakerphones require power source, electrical services may need to be ordered separately
- Domestic Long Distance is included
- International calling is billed separately





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## NEED CABLE TV SERVICES?

### Smart City Networks is the exclusive provider of **CABLE TV SERVICES** Visit our online ordering site to learn more.

Our cable services deliver high-definition channels with clear and crisp picture quality to satisfy even the most discerning of viewers.

\*ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

\*\*Cable services may require a deposit in some locations.





Order online at: <u>https://orders.smartcitynetworks.com</u> or call 888.446.6911

#### Frequently Asked Questions

#### DOES SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI?

Yes! Smart City Networks provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to approximately 30 million guests, visitors, and attendees at our convention centers throughout the country. There is no requirement to purchase a Smart City Networks service in order to take advantage of the complimentary Wi-Fi.

#### WHY DOESN'T SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI IN THE EXHIBIT HALLS?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

#### WILL MY PERSONAL HOTSPOT (MI-FI) WORK IN YOUR BUILDING?

Yes – however, the capability of your personal mobile hotspot is limited by your cellular carrier by the spectrum and Internet bandwidth capacity they have made available. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). It is important to remember that your personal mobile hotspot is obtaining a wireless signal from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network. In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or if you choose, you can purchase an upgraded package based on your service requirements.

#### WHAT MUST BE IDENTIFIED ON MY FLOORPLANS?

Floor plans should include the surrounding booth numbers for orientation, measurements and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables. Please reference Smart City's Communications Floorplan Worksheet.

TIP: Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floorplan prior to the first day show move-in to avoid any additional labor charges.



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#### **DO YOU OFFER INCENTIVE RATES?**

Yes! Orders received along with payment by the incentive deadline date will receive our early incentive pricing.

#### WHY ARE ROUTERS NOT ALLOWED ON A SHARED NETWORK?

Many times, Smart City has found that routers on a shared network are installed incorrectly, which can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

#### CAN I PROVIDE MY OWN SWITCH AND/OR CABLING?

Yes, you can provide your own switch and patch cables for in booth cabling. Unless otherwise mandated by the venue.

**Please Note:** Connectivity can be guaranteed only to the point where Smart City Networks' services originate in the booth. Smart City Networks cannot guarantee service on customer/exhibitorprovided cable(s) and/or equipment. Any request for trouble diagnosis or problem resolution found not to be the fault of Smart City Networks (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

#### HOW MUCH BANDWIDTH DO I NEED?

To identify how much bandwidth you should require, please reach out to a technical representative in your organization, review your program specifications listed with any demonstrations or downloads you plan to run.

#### WHAT DOES SD, HD, AND UHD STAND FOR?

SD, HD, and UHD are the abbreviated names of three video streaming formats. The basic difference between each of the formats is the number of pixels comprising the video image. The greater the pixel count the sharper and more detailed your video will be.

FORMAT	RESOLUTION	BANDWIDTH REQUIRED
Standard Definition (SD)	720x480	3.0-5.0 Mbps
High Definition (HD)	1280x720 & 1920x1080	5.0-8.0 Mbps
Ultra High Definition (UHD)	3840x2160	25 Mbps

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#### **INTERNET SERVICE CONTRACT**

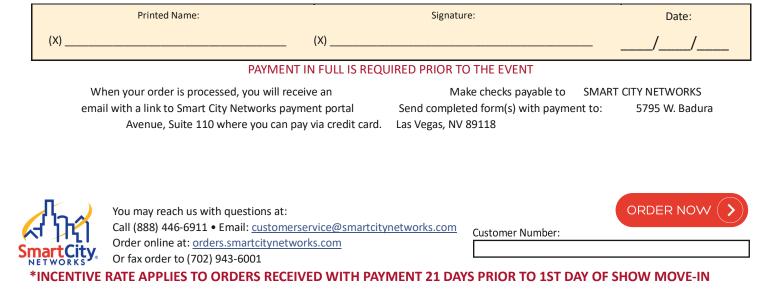


			Show Name:						
Billing Company Name:			Show Start Date: Show End Date:						
Billing Company Address:	INCENTIVE ORDER DEADLINE: 21 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN								
City, State, Zip:		Country:	On-site Authori				VE-IIN		
		country.			Off Sit	On-site Cell Number:			
Contact Name:	Phone Number:		Contact Email:		Cell N	umber:			
BASIC INTERNET, <u>NOT</u> FOR ST	REAMING		QTY	INCENTIVE*	BASE	ON-SITE	TOTAL		
Includes: 1 Private IP Address, Route	rs PROHIBITED and will	not work							
1.5 Mbps Burstable To 3 Mbp	os (DHCP), Intended for	r light Internet usage	,	\$895	\$1,140	\$1,368			
Additional Device(s), Per Dev	vice Up to 4 [6 or mo	re available online	]	\$185	\$220	\$255			
DEDICATED INTERNET, FOR ST	-	IG & WEBCAST	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL		
Includes: 5 Public IP Addresses, Rout	ers SUPPORTED								
Dedicated 3 Mbps				\$3,495	\$4,370	\$5,244			
Dedicated 6 Mbps				\$5,900	\$7,375	\$8,850			
Dedicated 10 Mbps				\$7,850	\$9,810	\$11,772			
Dedicated 15 Mbps				\$11,700	\$14,630	\$17,556			
Dedicated 20 Mbps				\$15,500	\$19,380	\$23,256			
Upgrade to 29 Public Static II	P Addresses			\$995	\$1,194	\$1,433			
Higher bandwidth services	available for uhd str	eaming							
INTERNET EQUIPMENT & LAB	OR		QTY	INCENTIVE*	BASE	ON-SITE	TOTAL		
Switch Rental – up to 24 port	ts			<b>\$185</b>	\$225	\$270			
Patch Cable (up to 100') – Ca	t5e			\$50	\$62	\$74			
Labor / Floor Work – four line	es per hour			\$125	\$125	\$125			
Distance Fee for each Interne	et line delivered outsi	ide the facility		\$500	\$500	\$500			
WIRELESS INTERNET, Full proc SPECIAL QUOTE, Attachment A									
I hereby acknowledge the above						SUBTOTAL			
onsite changes to my order. I also the credit card on file being char									
hereby authorizes Smart City N					LITIVIALED I	0% IAA/FEES			
authorized to request such service of the <u>Terms and</u>									

#### WALTER E. WASHINGTON CONVENTION CENTER

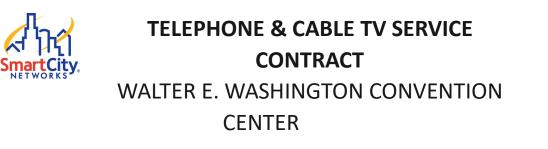
Conditions.

ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER



Exhibitor Company Name:	Booth/Room#:	Show Name:	
Billing Company Name:		Show Start Date:	Show End Date:

Billing Company Address: IN			INCENTIVE ORDER DEADLINE: DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN					
City, State, Zip: Country:			On-site Authorized Contact: On-site Cell Number:					
Contact Name:	Phone Number:		Contact	Email:		Cell Number:		
VOICE SERVICES, PBX Service	e – Domestic Lon	g Distance Inclue	ded	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
Single Line 🛛 Instrumen Loi	t 🛛 Non Dial ng Distance	9 🛛 Internati	ional		\$275	\$345	\$414	
Multi Line Phone with (1) m	ain number and	d (1) rollover lir	ne		\$415	\$520	\$624	
Speaker Phone Line with Po	lycom Instrume	ent			\$465	\$575	\$690	
CABLE TV SERVICE				QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
Digital Cable TV Service - Inc	cludes: Set-Top	Box Converter			\$625	\$780	\$936	
SPECIAL SERVICES				QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
Labor / Floor Work – four lin	nes per hour				\$125	\$125	\$125	
Distance Fee for each Telephone line delivered outside the facility					\$100	\$100	\$100	
SPECIAL QUOTE, Attachmen	it A or Stateme	nt of Work (if a	pplicabl	e)				
hereby acknowledge the above list	ted on-site authori	zed contact is perr	nitted to I	make			SUBTOTAL	
on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document t				t the	ESTIMA	ATED 10%	6 TAX/FEES	
Customer hereby authorizes Smart City Networks to provide services as requered herein, is authorized to request such services and acknowledges full and compunderstanding of the Terms and Conditions.						GRA	ND TOTAL	



ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER



	Printed Name:	Signature:	Date:							
(X) _	(X)		//							
	PAYMENT IN FULL IS REQUIRED PRIOR TO THE EVENT									
	When your order is processed, you will receive an	. ,	SMART CITY NETWORKS							
110	email with a link to Smart City Networks payment portal	Send completed form(s) with payment to:	5795 W. Badura Avenue, Suite							
	where you can pay via credit card.	L	as Vegas, NV 89118							



Company Name: Booth or Aisle# BACK

X = MAIN DISTRIBUTION

LOCATION (MDL)

the originating line(s) for service, whether

overhead, a floor pocket or a column, will be delivered to a <u>"MDL" before</u> booth distribution. Example: Storage area, back of

booth, etc. Unless specified, the default for

destination within the booth will originate from the Main Distribution Location "MDL". A per line move fee will apply to relocate services within your booth after they have

been engineered and/or installed.

= TELEPHONE/FAX

Location of primary Internet Service "I", Hubs "H", Patch Cables "PC" and / or Computers "C". For Smart City to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

Data

cabling. Smart City is the exclusive

Voice

communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and

communications

Data

and

= INTERNET SERVICE

H = HUBS PC =

C = COMPUTERS

and

of

PATCH CABLES

Voice

installer

MDL

460

Aisle# to the LEFT

P I

Show:

Booth/Room #:

#### Center: Walter E. Washington Convention Center Customer / Ref #:

h or Aisle#

f to the

RIGHT

from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6) and all other data and telecommunication cable fall under Smart City's area of expertise.

**IMPORTANT! Prior to installation of service, a complete Floorplan is required.** Please utilize this grid should you not have your own Floorplan to send us. You may use a different Floorplan for each service group (Telephone, Internet, etc.) or combine all services on one Floorplan. For a Floorplan to be considered complete it must include all the information listed below (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale-length and width).

**Booth Orientation:** For Smart City to accurately install services a minimum of one surrounding Booth or Aisle # is required, two or more is best.

TH SIZE					X IS = 1	0	ft	BOOTH
		Island		Inline				
: B00	th or Ai	sle# BA	СК	•	•		•	
				: : :	: : :		:	
							•	

Booth or Aisle# in FRONT\_



#### Call (888) 446-6911 • Email: <u>customerservice@smartcitynetworks.com</u> Order online at: orders.smartcitynetworks.com Or fax order to (702) 943-6001

#### WIRELESS PERFORMANCE AGREEMENT

Company Name:	Show:	Booth/Room #:
Center: Walter E. Washington Convention Center	Customer / Ref #:	

#### OVERVIEW

Smart City is the exclusive provider for wired and wireless services for the Facility and has in operation a comprehensive wireless 802.11 network. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time dependent upon the type of service purchased. Router, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. Smart City can engineer custom dedicated network(s) to achieve your company objectives. Please contact us at (888) 446-6911 to discuss your network design.

#### CUSTOM WIRELESS NETWORKS

If you require wireless 5 GHz access for application demonstrations, Smart City is able to build a custom 5 GHz wireless network in your booth. Please call Smart City at (888) 446-6911 for a custom wireless quote.

#### INTERNAL NETWORKS

Smart City is the exclusive provider of all voice, wired and wireless data services. Wireless Devices not authorized by Smart City are strictly prohibited. Smart City requires all Customers showcasing their wireless products to contact Smart City 21 days prior to the show move-in so that we may engineer a cohesive network operating without interference (all approvals will incur a Wireless Engineering Management Fee). Please provide Smart City with the make and model of your wireless router for network approval (wireless access points without adjustable power outputs cannot be authorized under any circumstances). Wireless devices need to be programmed on-site following Smart City guidelines.

#### CUSTOMER ACCEPTANCE

Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. Smart City does NOT recommend wireless service for mission critical services such as presentations or product demonstrations that can accept a wired connection. Per our Terms and Conditions listed on Smart City's Customer Contract, misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. No service refunds will be given.

#### ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY SMART CITY ARE PROHIBITED.

I hereby attest that I understand the limitations and vulnerabilities of the wireless service provided by Smart City. I also understand that if I use this service for any reason including, but not limited to, demonstrating, showcasing or presenting my product(s), Smart City will not be responsible for possible interference that I may experience. Upon receipt of the completed Smart City Contract, Smart City Services will be activated / available for your use.



\_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_\_ Phone #: \_\_\_\_\_\_

You may reach us with questions at: Call (888) 446-6911 • Email: customerservice@smartcitynetworks.com Order online at: <u>orders.smartcitynetworks.com</u> Or fax order to (702) 943-6001