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Telecommunications Onsite Order Form Internet & Telephone

EVENT INFORMATION Please type and print, or write clearly before submitting

Event Name:		Event Date(s):	
Onsite Contact Person:		Booth Number(s):	
Exhibiting Company Name:		Phone Number:	Ext:
Billing Address:		Fax Number:	
City:	Province/State:	Postal/ Zip Code:	Contact E-mail Address:

IMPORTANT! Please read the following information carefully

Unless otherwise specified, services are placed in the most convenient location(s) as determined by Encore. To ensure accurate placement of services, please attach a booth map or floor plan sketch to this order

INTERNET SERVICES

Onsite ordering available at standard rates

Wired High Speed Internet:	Advance Rate	Standard Rate	QTY	Total
Wired Internet - High Speed Single Connection (each unique location) 5 Mbps	N/A			
Wired Internet - Additional 5mbps (each unique location) total of 10 Mbps	N/A			
Add an additional Wired Device to a Location (*see General Terms and Conditions #13)	N/A			
Wireless High Speed Internet:	Daily Rate	Event Rate	QTY	Total
Wi-Fi High Speed Internet - Single Connection - 5 Mbps Service				
Wi-Fi High Speed Internet - Each Additional Connection				
Wi-Fi Standard Connection - 3 Mbit Service				
Other Services: _____				

TELEPHONE SERVICES ** MUST DIAL 9 FOR ALL CALLS **

Phone Line Options:	Advance Rate	Standard Rate	QTY	Total
Phone Line - Analog Local Service Only	N/A			
Phone Line - Analog Long Distance Enabled	N/A			
Phone Line - Analog Debit Card / Credit Card Line for Point of Sale Devices	N/A			

RENTAL EQUIPMENT:

Wi-Fi Bridge - Delivers Wired Connection for High Speed Internet 5 Mbps	N/A			
5-Port Network Switch	N/A			

CUSTOMER PAYMENT AUTHORIZATION Grand Total

I, the Customer, have read and understand that by placing this order I am bound by the attached Terms and Conditions. I hereby authorize the Encore to charge the total amount, as well as any charges incurred due to utilizing the services installed (i.e. long distance fees) to my credit card noted below.	Sub Total	
	13% HST	
	Total	

Billing Email:	<input type="checkbox"/> Visa <input type="checkbox"/> Master Card <input type="checkbox"/> American Express
Credit Card Number:	Expiry Date: (MM/YY)
Name on Credit Card:	Cardholder's Signature:

Encore Telecommunications General Terms and Conditions

1. Financial Terms:

- (a) **Telecommunications order forms must be received by the Encore at least ten (10) business days prior to the event move-in date to qualify for Advance Rates. NO EXCEPTIONS.**
 - (b) Standard rates are applicable to all telecommunications order forms received less than ten (10) business days prior to the event move-in date.
 - (c) The Customer is responsible for all long-distance, directory assistance and operator assisted calls that are charged against the assigned telephone number(s).
 - (d) **Payment by VISA, American Express, or Master Card credit card must accompany all telecommunications orders. No order will be processed without payment.**
 - (e) Encore reserves the right to require a deposit for certain services and/or equipment, prior to installation.
 - (f) Telecommunications services may be denied to Customers with outstanding balances from prior events. Current event balances and/or charges incurred for additional service(s) must be paid in full prior to the commencement of the event or service(s) will be disconnected. NO EXCEPTIONS.
 - (g) The Customer is responsible for replacement or repair charges of lost or damaged equipment. The Customer authorizes the Encore to apply such charges, if any, to the Customer's credit card.
 - (h) If the Customer provides written notice of cancellation of its order at least seven (7) days prior to the event's move-in date, a \$25.00 plus taxes cancellation fee shall apply. No refund shall be given to Customers for orders cancelled within the seven (7) day period prior to the event's move-in date.
 - (i) A charge of seventy-five dollars (\$75.00) plus taxes will be applied to each change, move or repair required.
 - (j) Refunds for overpayment will be processed by Encore within thirty (30) days of the event's closing date.
 - (k) Refunds will not be issued for orders cancelled after the event opens or for services installed and not used during the event.
 - (l) Prices are subject to change without notice.
 - (m) Equipment ordered is subject to availability.
2. **Telephone/data services are contracted for event days only, not for move-in and move-out. Telephone/data services will be connected prior to the commencement of the first show day of the event and will be disconnected following the event's close on the last show day of the event.**
3. **It is the Customer's responsibility to ensure safe return of equipment supplied by Encore. All such equipment must be returned to the Encore Telecommunications office in Hall #1 or the Show Office within 1 hour of the close of the event. The Customer agrees to be charged for any equipment not returned in good working order, normal wear and tear excepted.**
4. All service interruptions must be immediately brought to the attention of the Telecommunications Department. Encore's cumulative liability, if any, to the Customer for damages arising out of, or in connection with this telecommunications order will in no event exceed the applicable rental charge.
5. Rates listed for all connections include bringing the service(s) ordered to the booth in the manner most convenient to Encore, and do not include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).
6. Only an authorized Encore technician is permitted to do wiring at the Encore (excluding in-booth cabling). Delivery of all telephone/data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by Encore. Additional fees will apply to extend service(s) to the booth.
7. Encore reserves the right to disconnect and/or remove any Customer equipment that is causing disruptions to any part of Encore's infrastructure. The Customer may reconnect its equipment only after the problem has been rectified to the satisfaction of Encore.
8. Basic Analog Lines with local calling only can be used for the dialing of local calls, "1-800" calls, and calling card calls. All other "1" or "0" dialed calls on these lines are restricted.
9. Encore is not responsible for any losses or damages whatsoever resulting from the provision, use or interruption of the services ordered.

Data/Internet Specific Terms and Conditions

10. In addition to the above noted General Terms and Conditions, with respect to data/Internet services, it is the responsibility of the Customer to provide the following:
- (a) Computers, workstations, etc.
 - (b) Standard 10/100 baseT Ethernet Network interface Card (RJ45 Interface) for each computer.
 - (c) Network driver.
 - (d) Proper configuration of computer equipment of TCP/IP connection.
 - (e) Electrical services for the location for service.
 - (f) Up-to-date computer virus protection software must be installed on all computers connected to the Internet. Failure to install such software may result in the Customer's connection being temporarily suspended until such software is installed, activated, and working effectively.
 - (g) Password protection on all shared drives. We recommend sharing be disabled.
11. Encore does not provide technical support for computer hardware or software-related issues.
12. Upon request, one IP address will be supplied for each high speed Internet connection.
13. Encore does not support customer-supplied routers, proxy servers, DHCP servers or wireless access points on wired Internet connections.
14. Due to the dynamic nature of the Internet, Encore cannot guarantee any level of performance or accessibility beyond its gateway.

TROUBLESHOOTING TIPS

15. If you cannot locate the service or have a problem with the service, please ensure that:
- (a) You have thoroughly searched for the line/jack including checking under booth flooring and behind the booth or on a column.
 - (b) All equipment with auto-dialers including credit card machines are programmed to dial 9 for an outside line.
 - (c) The line has not been severed or pinched.
 - (d) All services and devices (electrical, telephone line, data) are securely and correctly connected.
 - (e) For phone lines, a normal dial tone can be heard.
 - (f) 10 digit dialing is being used.
 - (g) The correct area code and long distance codes are being used.
16. **If the problem persists please call the Encore Telecommunications Department at (905) 678-5615.**