



# High-Speed Internet Access Form

CLICK HERE:  
[mtccc.com/order](http://mtccc.com/order)

Please read the entire form carefully. By completing this form, you have understood and agreed to the guidelines set out below. Failure to comply with the terms and conditions will result in termination of ordered services without refund.

Show:	Show Dates:	Booth#:	
Company Name:		On-site Contact Name:	
Address:	City:	Prov./State:	Postal/Zip Code:
Telephone No:	Fax No:	Email:	
Credit Card No:	Expiration:	Cardholder Signature:	Print Cardholder Name:

**For your convenience we will use this order form as authorization to charge your credit card for any additional amounts incurred. Please retain a copy of your order form as credit card receipts will not be provided.**

Please indicate the approximate location of primary service placement within the booth with an X and any neighbouring booth numbers. If available, please attach additional documentation/floor plans to ensure accurate placement of services. If no location is provided within 2 days before the show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services. A charge of 20% of the standard rate will be applied per services ordered for any changes, moves or cancellations 7 days prior to show opening.



BACK
LEFT      RIGHT
FRONT

**Wireless Access Points, DHCP Servers, Routers, Nat Devices or Proxy Servers on the MTCC network are strictly prohibited. Installation of such Devices will result in immediate termination of services ordered.**

<b>Wireless Internet Access</b> <b>\$395.00 + 13% HST</b> <small>Connection to the MTCC internal wireless network requires a wireless enabled device</small> <b>No advanced rate for wireless orders</b>	One wireless access account per device. Account can only be used on one device at a time. Client is responsible for Wi-Fi (802.11) compliant device.	# Required <input type="text"/>
	Wireless should not be ordered for devices that will be contained within an enclosed structure.	

<b>Wired Internet Access</b> <b>\$895.00 + 13% HST</b> <small>Client is responsible for running any additional cables to provide multiple connections</small> <b>Advanced Rate</b> – Orders that are received with full payment 21 calendar days (no exceptions) prior to the first day of the show will be eligible for a \$100.00 discount.	One Cat 5 cable with 2 IPs installed in booth	# Required <input type="text"/>
	<b>Additional IP address – \$150.00 + 13% HST</b> <b>One IP address needed per device</b>	# Required <input type="text"/>

<b>Equipment Rental</b>	10/100mb 16 Port Hub \$65.00 ea. + 13% HST	# Required <input type="text"/>
	Data Cable (30 foot) \$20.00 ea. + 13% HST	# Required <input type="text"/>

Please indicate any special services required (e.g. Cable TV, Demarcation Extension, ISDN etc.):

Wired Internet Access provides only one network connection into a booth. The customer must provide or rent a hub and cables for additional IP connections. There are no refunds for orders cancelled after show has commenced, or services installed and not used during an event (no exceptions). Prices are based on current rates and are subject to change without notice. Claims will not be considered unless submitted by customer prior to the end of the event.

See reverse of this form for full list of terms and conditions.

Metro Toronto Convention Centre Use Only			
Date Received:	Payment Received:	Payment by: Credit Card: _____ Cheque #: _____	PO#: _____
Network:	Assignment:	Required Services:	

HST#12140 3141 RT0001

Return completed forms to:  
 Metro Toronto Convention Centre, Telecommunications Department  
 255 Front Street West, Toronto, Ontario M5V 2W6  
 Telephone: 416-585-3596 Facsimilie: 416-585-8275  
 Email: [telecommunications@mtccc.com](mailto:telecommunications@mtccc.com) Website: [www.mtccc.com](http://www.mtccc.com)



## Internet Services Terms and Conditions

1. Payment Terms:
  - Standard rates will be applicable to all Service Order Forms received at the Metro Toronto Convention Centre (MTCC) less than twenty one (21) days for Internet – Network Services **PRIOR** to the show/event opening.
  - Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and/or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
  - Cheque, money orders, American Express, VISA or Master Card transactions are accepted.
  - Refunds for overpayment will be processed by the MTCC Accounting Department 15-30 days after the show closing date.
2. Prices are subject to change without notice.
3. The MTCC reserves the right to require a deposit for certain Telecommunications service(s)/equipment, **PRIOR** to installation.
4. It is the client's responsibility to ensure safe return of rented equipment to the MTCC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
5. All claims / disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show/event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**
6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).
7. Notification of cancellation must be received a minimum of seven (7) days **PRIOR** to show/event scheduled opening date.
8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show/event scheduled opening date.
9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.
10. Internet – Network service(s) is contracted for actual show days only. Internet – Network service(s) will be disconnected on the last day of the show/event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
11. The MTCC will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth. Services are provided from floor boxes on twenty-eight (28) foot centres in the exhibit halls.
12. Only an authorized MTCC Technician is permitted to do any wiring in the facility (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 the Technology Services Department. Additional fees will apply to extend service(s) to booth.
13. All materials and equipment furnished by the MTCC remain the MTCC's property, and shall be removed **ONLY** by MTCC Personnel.
14. Any equipment that is found to be causing disruptions to any part of the MTCC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the MTCC Technology Services Department.
15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
17. All devices that are used on the network for Internet Access shall require an IP Address that is assigned by the MTCC Technology Services Department.
18. The MTCC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the Standard High Speed Internet Connection. Installation of such devices will result in the immediate termination of services ordered without refund.
19. Due to the dynamic nature of the Internet, the MTCC cannot guarantee any level of performance or accessibility beyond our gateway. The MTCC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.
20. **Wireless Services:**
  - Wireless/System performance, battery life and functionality may vary depending on your specific hardware and software configurations.
  - Wireless Access Points are strictly prohibited unless authorized by the Metro Toronto Convention Centre.
  - Client must provide their own 802.11 compliant wireless device.
21. **Internet service requirements/client responsibilities – It is the responsibility of the client to provide the following:**
  - Computers, workstations, etc.
  - Standard 10/100 baseT Ethernet Network Interface Card (RJ45 Interface) for each computer.
  - Network Driver: TCP/IP.
  - Proper configuration of computer equipment for TCP/IP connection.
  - Electrical services for your booth, room, or service location.
  - Up to date Virus Protection Software (i.e.: Norton or McAfee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.

Return completed forms to:

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