FREEMAN
AUDIO VISUAL | CANADA

LOCK FORM

THE INTERNATIONAL CENTRE
Telecommunications Order Form
INTERNET & TELEPHONE SERVICES

Phone (905) 678-5120 | **Please Return By Fax** (905) 366-0274
Email TICC@freeman.com

EVENT INFORMATION Please type and print, or write clearly before submitting			
Event Name: The Franchise Expo			Event Date(s): September 7th - 8th, 2019
Onsite Contact Person:			Booth Number(s):
Exhibiting Company Name:			Phone Number: Ext.
Billing Address:			Fax Number:
City:	Province/State:	Postal/ Zip Code:	Contact Email Address:

IMPORTANT! Please read the following information carefully

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

INTERNET SERVICES
Onsite orders are available at Standard Rates

Advance Rates Expire:
Ten (10) business days prior to the 1st move-in day of the event.

Wireless High Speed Internet:	**QTY**	**Advanced Rate**	**QTY**	**Standard Rate**	**Total**
Wi-Fi High Speed Internet - Single Connection (First Connected Device) 5 Mbps Service		**$ 400**		**$ 425**	
Wi-Fi High Speed Internet - Each Additional Connection		**$ 175**		**$ 225**	
Wired High Speed Internet:	**QTY**	**Advanced Rate**	**QTY**	**Standard Rate**	**Total**
Wired Internet - High Speed Single Connection (each unique location) 5 Mbps		**$ 675**		**$ 775**	
Wired Internet - Ultra High Speed Single Connection (each unique location) 10 Mbps		**$ 1,075**		**$ 1,200**	
Wired Internet - Extreme High Speed Single Connection (each unique location) 25+ Mbps		**Call for Pricing**		**Call for Pricing**	
Add an additional Wired Device to a Location (see General Terms and Conditions #13)		**$ 200**		**$ 250**	
Under Carpet Wiring (each unique location) Must provide floor plan in advance		**$ 115**		**$ 230**	

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

Phone Line Options:	**QTY**	**Advanced Rate**	**QTY**	**Standard Rate**	
Phone Line - Analog Local Service Only		**$ 220**		**$ 275**	
Phone Line - Analog Long Distance Enabled		**$ 250**		**$ 325**	
Phone Line - Analog Debit/Credit Card Line for Point of Sale Devices		**$ 220**		**$ 275**	

RENTAL EQUIPMENT

Wi-Fi Bridge - Delivers Wired Connection for High Speed Internet 5 mbps		**$ 500**		**$ 550**	
5-Port Network Switch		**$ 75**		**$ 100**	

CUSTOMER PAYMENT AUTHORIZATION

I, the Customer, have read and understand that by placing this order I am bound by the attached Terms and Conditions. I hereby authorize Freeman AV Canada 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.

Grand Total	
Sub Total	$ 0.00
13% HST	
Total	

Billing Address:	☐ Visa	☐ Master Card	☐ American Express
Credit Card Number:	Expiry Date: (MM/YY)		
Name on Credit Card:	Cardholder's Signature:		

TERMS & CONDITIONS: Any equipment that is found to be causing disruptions to any part of the Freeman infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of Freeman. Freeman does not provide technical support for computer hardware or software related issues. Freeman does not provide technical support on any issues related to the configuration of your computer equipment. All devices that are used on the Freeman network for Internet Access shall acquire a Dynamically Assigned IP Address that is automatically assigned by the Freeman server. Freeman does not allow the use of any Wi-Fi broadcasting device such as: Wired or Wireless Routers, DHCP Servers, VPN Servers; Adhoc devices or Access Points. Installation and broadcasting of such devices will result in the immediate termination of services ordered without refund.

For package discounts from 10 wireless devices and up, please call. Freeman Audio Visual Canada does not allow the use of any Wi-Fi broadcasting device, such as: Wireless Routers, Access Points or Ad-Hoc devices. DHCP Servers, VPN Servers; Adhoc devices or Access Points require permission. Please contact us.

General Terms and Conditions

(a) **Telecommunications order forms must be received by FREEMAN AV CANADA 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) FREEMAN AV CANADA 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 International Centre 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.

U) Refunds for overpayment will be processed by FREEMAN AV CANADA 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.

(I) 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 FREEMAN AV CANADA Telecommunications. All such equipment must be returned to the FREEMAN AV CANADA Telecommunications office in Hall #2 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 FREEMAN AV CANADA Telecommunications Department. FREEMAN AV CANADA 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 the FREEMAN AV CANADA, 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 FREEMAN AV CANADA technician is permitted to do wiring at the International Centre (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 FREEMAN AV CANADA. Additional fees will apply to extend service(s) to the booth.

7. FREEMAN AV CANADA reserves the right to disconnect and/or remove any Customer equipment that is causing disruptions to any part of the International Centre's infrastructure. The Customer may reconnect its equipment only after the problem has been rectified to the satisfaction of the International Centre.

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 "O" dialed calls on these lines are restricted.

9. FREEMAN AV CANADA 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 mayresult 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 FREEMAN AV CANADA 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. The International Centre 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, FREEMAN AV CANADA 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 FREEMAN AV CANADA Telecommunications Department at (905) 678-5615.**

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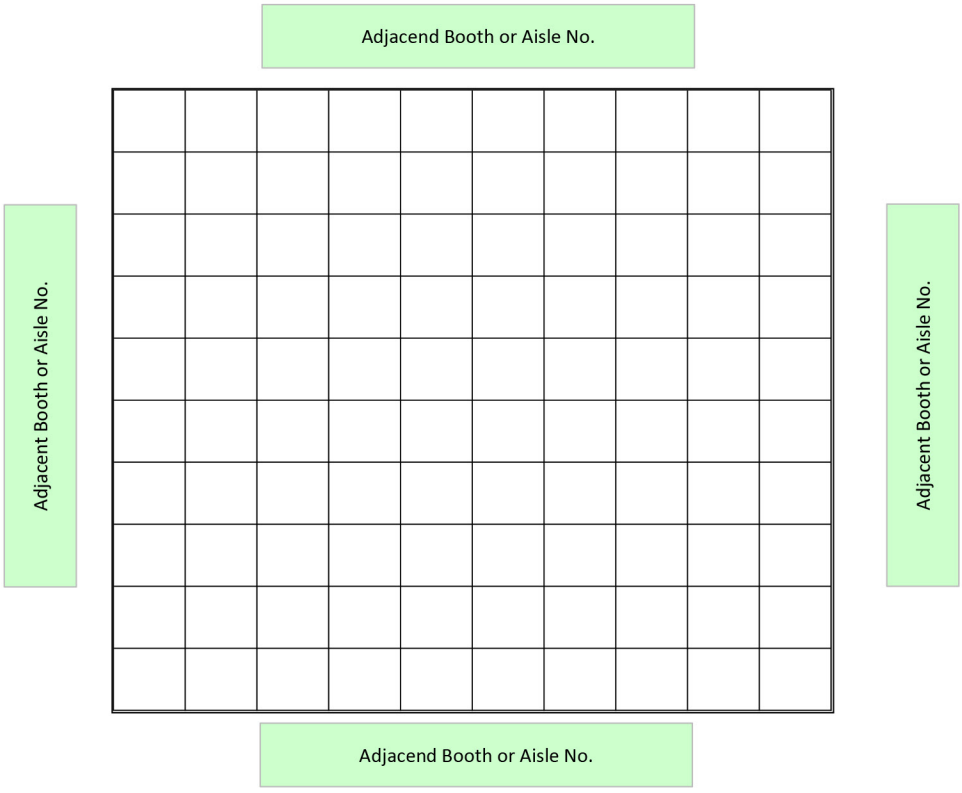
THIS PAGE IS REQUIRED FOR WIRED LOCAL AREA CONNECTIONS ONLY

LOCATION: _____ **BUSINESS:** _____

EVENT NAME: _____ **BOOTH NO:** _____

Date communications cabling: Freeman is the **exclusive installer** of Data communications cabling. Freeman provides cabling to booths, within booth (excluding undercarpet installation) and from Booth-to-Booth. Fibre Optic, twisted pair (Cat 5E and 6), and all other data related cables fall under Freeman's area of expertise. Please contact us for further details and pricing.

IMPORTANT!! Prior to installation of service, a complete floor plan is required. Please utilize this grid should you not have your own floor plan to send us.



Please mark the floor plan using the following designations:

X = Internet Connection

Orientation = The Booth or Aisle #'s surrounding your booth. A minimum of two surrounding Booth or Aisle # is required (three or more would be more helpful) for Freeman to accurately install your service.

Size = Booth Dimensions (example 10 x 10) _____