INTERNET, TELEPHONE & CABLE TV ORDER FORM

MAILING ADDRESS: GLOBAL CONVENTION SERVICES, 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA, T2G 0P3
PHONE (403) 273-8064 E-MAIL calgary@globalconvention.ca

Global Convention Services is the exclusive provider of all internet services. (See reverse/next page for Instructions and Conditions - Internet)

EVENT ID:	**5403**	**ADVANCE RATE DEADLINE DATE:**	**October 21, 2022**
NAME OF SHOW	Calgary Franchise Expo	**SHOW DATE(S):**	November 5-6, 2022

EXHIBITOR INFORMATION

Booth #(s): _____

Company Name: _____ Contact Name: _____

Address: _____

City: _____ Province/State: _____ Code: _____

Phone #: _____ Ext.: _____ Fax #: _____

Email: _____

PAYMENT NOTICE

This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only be accepted 14 days prior to the first scheduled move-in date. ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.

WIRED INTERNET SERVICES

Quantity	Service Type	Advance Rate	Regular Rate	Total
	Shared High Speed Internet with 1 IP Address (Service includes 1 cat 5 cable) (See point 4a. On the GCS - Instruction and Conditions - Internet)	$260.00	$455.00	
	E-10 Internet (Dedicated Port) with 1 IP Address - 10 MB Ethernet connection with NAT and DHCP Service. (Service includes 1 cat 5 cable)	$390.00	$780.00	
	Additional IP Addresses for Shared or E10 Internet - Each device connected to the internet is subect to the additional IP Addresses charges	$130.00	$195.00	

WIRELESS INTERNET SERVICES

	Premium Wireless Internet - Price is per connection, per day. Connection is per device and is not transferable to another device once connected. Can be used for high volume internet usage, streaming videos or presentations.			
	Premium Wireless Internet (1 to 9 Connections) - per Connection, per day	$32.50	$58.50	
	Premium Wireless Internet (10+ Connections) - per Connection, per day	$19.50	$45.50	
	Number of Connections Required_____ **Date Internet is to be active**_____ **Date internet Disconnected**_____ **Number of Days Requested:** _____ **X $**_____			
	Additional Premium Wireless Internet Connections Ordered On-Site _____**# Connections x** _____**# of Days x** _____**$**_____			

TELEPHONE SERVICES

	Telephone Line - Local/800 calling only (Line is an analog, Dial "9" to make outgoing calls. Incoming calls go directly to local assigned)	$195.00	$260.00	
	Programming Charge to have Long Distance Access	$13.00	$26.00	
* Long distance charges (This area will be completed by the Operations Department). Long distance charges can only be paid by credit card.				

CABLE TV

	Cable TV Connection - Standard resolution - Please contact the Operations Department regarding channel availability.	$195.00	$260.00	
	IT Technician Labour (Min. 1 Hr) - Time Technician Required: _____ Description of Labour:_____	$142.00	$195.00	

MISCELLANEOUS SERVICES

	Hub Rental - See page 2, point 4e (limited quantities available)	$97.50	$123.50	
	Patch Cables, 25' (Cables not returned or damaged will incur a $35.00 replacement fee)	$32.50	$45.50	
For additional information on special services or networking services, contact the IT Department 403-273-8064			Subtotal	

Carry forward "Internet" total to the "Method of Payment Form". Email both pages to calgary@globalconvention.ca

GLOBAL CONVENTION SERVICES (GCS) INSTRUCTIONS AND CONDITIONS - INTERNET, TELEPHONE & CABLE TV

1) **INSTRUCTION FOR PROCESSING THE ORDER FORM**

a) Exhibitor information must be completed and clearly indicated on "Internet, Telephone & Cable TV" form along with "Services Payment Form".

b) If paying by credit card, "Services Payment Form" must be filled in completely and clearly.

c) Payment in full for electrical services must accompany the order form and be in CANADIAN FUNDS.

2) **ADVANCE RATE, REGULAR RATE AND LABOUR RATES** (Rates are based on a maximum of 5 days. For services over 5 days please contact Operations, at 403-273-8064, for pricing.)

a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Operations Department at GCS no less than fourteen (14) days prior to the first scheduled exhibitor move in. NO EXCEPTIONS.

b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days of show move-in or during the event.

c) **Labour Rate** – GCS IT Technicians' service hours are Monday to Friday between 7am and 5pm. Should a technician be required during off hours, service charges may apply. Labour rates for GCS IT Technicians' will be charged in one-hour increments. Services are provided in the most convenient manner for the GCS Technicians. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) **REGULATIONS AND LIMITATION OF LIABILITY**

a) Exhibitors are not permitted to share any type of telecommunication or internet services. All orders must be placed individually.

b) All electronic equipment must conform to all federal, provincial, and local electrical and fire codes.

c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by GCS.

d) Exhibitors shall not permit any of its users or other third parties to:

i. Restrict or inhibit any other user from using and enjoying the internet. Post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any provincial, federal or international law, including without limitation, export control laws and regulations. Post or transmit any information or software that contains a virus, worm, or other harmful component.

ii. Upload, post, publish, transmit, reproduce or distribute in any way, information, software or other material obtained through the internet which is protected by copyright or other proprietary right, without obtaining permission of the copyright owner or right holder.

iii. Abuse or fraudulent use of the internet in any way not specifically set forth above.

e) The service is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the GCS Technician or its internet service provider or their affiliates or their contractors or their respective employees shall create a warranty. Neither GCS nor its internet service provider warrants that the service will be uninterrupted or error free or that any information, software, or other material accessible on the internet is free of viruses, worms, Trojan horses or other harmful components.

f) Under no circumstances shall GCS or its internet service provider be liable for any direct, indirect, incidental, special punitive or consequential damages that result in any way from Exhibitor's or its users' use of or inability to use the service or to access the internet or any part thereof, or Exhibitor's or its users' reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.

4) **SERVICES AND EQUIPMENT PROCEDURES**

a) Shared High Speed Internet – The Internet is a shared environment and as such, actual speed will vary.

b) Premium Wireless Internet – Accessing this connection is dedicated to first device connected; it is not transferable. The internet is shared environment; actual speed will vary.

c) Connecting to the Shared High Speed, Premium Wireless, or E10 Internet Connection - IP address for the Exhibitor's computer will be issued automatically using DHCP/No Proxy Service. It is the responsibility of the Exhibitor to ensure their computer is properly configured for the internet connection.

d) Additional IP Addresses – All devices that are used on the network for Internet Access shall require an IP Address that is assigned by the GCS IT Department. To share the connection with more than one computer a hub maybe required. Client can provide hub or it can be rented from GCS.

e) Casual Wireless Internet – SSID for this site is CTCCWIFI. Terms and conditions for this service are listed on the internet portal.

f) **No active network devices i.e. routers, proxy servers or wireless access points or routers, bridges, etc. are permitted on the shared internet connection**. The E10 service must be ordered and any active network devices i.e. routers, proxy services or wireless access points, bridges, etc. must be approved by the GCS IT Department. Any use of this equipment without approval will have the service disconnected and will be subject to additional charges.

g) Telephone – Need to dial "9" for outside line, any incoming calls will go directly to the assigned number.

h) Cable TV – Please contact the Operations Department regarding channel availability or for any other special cable TV requests.

i) Any equipment that is found to be causing disruptions to any part of the GCS infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of GCS IT Department. Exhibitor may be subject to additional charges to correct problem.

j) Material, cables, and equipment provided by GCS for this order shall remain the property of the GCS. Exhibitors are responsible for the safekeeping of equipment and cables during the show and returning the GCS rented equipment and cables at the end of the show. Any damaged equipment cables, equipment will be billed to the exhibiting company.

k) Computer Rental – The rented computer will not be dropped off in booth until an "Equipment Rental Agreement" is signed by Exhibitor on-site accepting the computer. If the computer is lost or damaged, the replacement cost will be approximately $2,000.00. No applications or other software may be downloaded or installed on the computer without prior consent. If applications or software are downloaded or installed on computer, additional charges may be applied.

l) Only GCS personnel are authorized to modify system wiring or cabling. Any damage to cables or equipment will be billed to the exhibiting firm, plus an administration fee.

m) If requesting internet, telephone, or cable tv connections to be placed in particular locations additional labour charges will apply and a detailed drawing must be provided. If cable(s) need to be run under carpets, arrangements must be made with the show services provider to have carpet cut.

n) Internet Service requirements/client responsibilities – It is the responsibility of the client to provide the following:

i. Computers, workstations, etc. Electrical services for your booth, room, or service location.

ii. Standard 10/100 baseT Ethernet Network Interface Card (RJ45 Interface) or wireless 802.11G network interface card for each computer. Network Driver: (TCP/IP). Proper configuration of computer equipment for TCP/IP Connection.

iii. Up-to-date Virus Protection Software 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 suspended until software is installed or activated.

5) **PAYMENT, PRICING, REFUNDS AND SERVICE CHARGE**

a) **PAYMENT IN FULL**: Exhibitors will be required to pay in full for services at the conclusion of the show.

b) **PRICING**: GCS reserves the right to adjust pricing on orders calculated inaccurately or received after the deadline date for the advance rate.

c) **CREDIT CARD**: **Exhibitors paying by credit card:** Completion of the "Services Payment Form" with an authorized signature or e-mail constitutes as approval for the payment of pre-ordered and on-site services and equipment.

d) **CHEQUE**: **Exhibitors paying by cheque:** Payment for services made by company or personal cheque will only be accepted 14 days prior to the first scheduled move-in day. Personal chequest must be certified. Make cheque payable to: Global Convention Services Ltd.

e) **REFUNDS**: Services ordered, installed but not used will not be refunded.

f) **SERVICE CHARGE(S)**: There will be a $25.00 service charge for NSF cheques, declined or incorrect credit card information.

6) **CANCELLATION, CLAIMS OR DISCREPANCIES POLICY**

a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, priced to be quoted. Orders cancelled on-site will not be refunded.

b) All claims or discrepancies must be presented by the Exhibitor to GCS site desk prior to the show closing. Claims will not be considered once show has closed. GCS site desk will be clearly identified on site.

7) **EXCLUSIVITY AND LEGAL ENTITY**

a) GCS is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling, and satellite services), and utility services within the Calgary TELUS Convention Centre (CTCC).