



# Telecommunications Order Form

Event:		Event Dates:	
On-Site Contact Name:		Booth #:	
Customer (Exhibitor) Name:		Email:	
Address:		City:	Prov/State:
Postal/Zip Code:	Telephone No:	Fax No:	

**TO QUALIFY FOR ADVANCE RATE**, this order form must be received by the International Centre Telecommunications Department (ICTD) ten (10) days prior to the event move-in date. **NO EXCEPTIONS.**

If available, please attach additional documentation/floor plans to ensure accurate placement of service(s). If no location is provided within 2 days before the event move-in date, the services will be placed in a location most convenient for installation.

**A CHARGE OF \$75.00 PLUS TAXES WILL BE APPLIED TO EACH CHANGE OR MOVE REQUESTED.**

TELECOMMUNICATION SERVICES	ADVANCE RATE			STANDARD RATE			QTY	TOTAL
	Unit \$	14% (GST/PST)	Unit Total	Unit \$	14% (GST/PST)	Unit Total		
<b>1. Standard Connections: Phone/Fax/Modem/Credit Card (MUST DIAL "9" FOR AN OUTSIDE LINE)</b>								
Basic Analog Line with Local Calling Only	\$195.00	\$27.30	\$222.30	\$243.00	\$34.02	\$277.02		\$
Basic Analog Line with Long Distance Capabilities	\$195.00	\$27.30	\$222.30	\$243.00	\$34.02	\$277.02		\$
Credit Card Terminal Line (Outgoing Only)	\$195.00	\$27.30	\$222.30	\$243.00	\$34.02	\$277.02		\$
<b>2. Special Services</b>								
Voicemail Box	\$30.00	\$4.20	\$34.50	\$40.00	\$6.00	\$45.60		\$
Call Hunting	\$15.00	\$2.10	\$17.10	\$20.00	\$2.80	\$22.80		\$
Additional Phone Jack	\$50.00	\$7.00	\$57.00	\$75.00	\$10.50	\$85.50		\$
<b>3. High Speed Connections</b>								
Wired High Speed Internet Connection	\$450.00	\$63.00	\$513.00	\$550.00	\$77.00	\$627.00		\$
Wireless High Speed Internet Connection	\$375.00	\$52.50	\$427.50	\$450.00	\$63.00	\$513.00		\$
Charge for each additional computer on a shared high speed Internet connection	\$150.00	\$21.00	\$171.00	\$200.00	\$28.00	\$228.00		
<b>4. Equipment Rental</b>								
Single Line Telephone including 6' cord	\$10.00	\$1.40	\$11.40	\$15.00	\$2.10	\$17.10		\$
Handsfree Multi-Line Telephone	\$150.00	\$21.00	\$171.00	\$200.00	\$28.00	\$228.00		\$
5 Port Switch	\$50.00	\$7.00	\$57.00	\$75.00	\$10.50	\$85.50		\$
Extra Long Telephone Cord (up to 50')	\$10.00	\$1.40	\$11.40	\$15.00	\$2.10	\$17.10		\$
Cat 5 (RJ45) Patch Cable	\$20.00	\$2.80	\$22.80	\$30.00	\$4.20	\$34.20		\$
Fax Machine	\$100.00	\$14.00	\$114.00	\$150.00	\$21.00	\$171.00		\$
Laser Printer	\$150.00	\$21.00	\$171.00	\$200.00	\$28.00	\$228.00		\$
<b>GRAND TOTAL</b>								\$

Customer's Special Instructions (if any):

**CUSTOMER PAYMENT AUTHORIZATION**

I, the Customer, have read and understand that by placing this order I am bound by the attached General Terms and Conditions. I authorize the International Centre to charge the below noted credit card for all charges relating to this order.

Customer Name:	<input type="checkbox"/> Visa <input type="checkbox"/> Master Card <input type="checkbox"/> American Express
Credit Card No:	Expiry Date: (MM/YY)
Name on Credit Card:	Cardholder's Signature:

**Please fax this order form to 905.678.5614, or mail to the International Centre Telecommunications Department, 6900 Airport Road, P.O. Box #8, Mississauga, ON, L4V 1E8. Questions? Call 905.678.5615**

## International Centre Telecommunication Services General Terms and Conditions

1. **Financial Terms:**
  - (a) **Telecommunications order forms must be received by the International Centre Telecommunications Department (the "ICTD") ten (10) 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 by less than ten (10) 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) The International Centre (IC) reserves the right to require a deposit for certain telecommunications 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 for 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.
  - (j) Refunds for overpayment will be processed by the ICTD 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. 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 day of the event and will be disconnected following the event's close on the last day of the event.**
3. **It is the Customer's responsibility to ensure safe return of equipment supplied by the ICTD. All such equipment must be returned to the ICTD's 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 ICTD. The IC'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 the ICTD, 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 ICTD 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 ICTD. Additional fees will apply to extend service(s) to the booth.
7. The ICTD reserves the right to disconnect and/or remove any Customer equipment that is causing disruptions to any part of the ICTD's infrastructure. The Customer may reconnect its equipment only after the problem has been rectified to the satisfaction of the ICTD.
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. The International Centre 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

1. In addition to the above noted 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.
2. The ICTD does not provide technical support for computer hardware or software related issues.
3. Upon request, one IP address will be supplied for each high speed Internet connection.
4. The ICTD does not allow the use of Customer supplied routers, proxy servers, DHCP servers or wireless access points on the standard high speed Internet connection.
5. Due to the dynamic nature of the Internet, the ICTD cannot guarantee any level of performance or accessibility beyond its gateway.

### Troubleshooting Tips

1. If you cannot locate the service or have a problem with the service, before calling the ICTD 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 you can hear a normal dial tone.
  - (f) You are using 10 digit dialing.
  - (g) You are dialing the correct area code and long distance codes.
2. **If the problem persists please call the ICTD at 905.678.5615**