



At The Hotels of The Disneyland Resort

**Smart City Solutions
High Speed Internet Access
Service Contract**

Date:

Disneyland Hotel - Adventure Tower
1150 Magic Way Anaheim, CA 92802
Phone: 714-772-4177 Fax: 714-772-1552
E-Mail: DNAGEL@SMARTCITY.COM

EVENT INFORMATION

Event Name:	<input type="text"/>
Event Hotel:	<input type="text"/>
Disney Service Manager:	<input type="text"/>

CLIENT INFORMATION

Client:	<input type="text"/>
Contact Name:	<input type="text"/>
Contact Phone:	<input type="text"/>
Contact Fax:	<input type="text"/>
Contact E-Mail:	<input type="text"/>
Contact Address:	<input type="text"/>

BILLING INFORMATION

Name On Credit Card:	<input type="text"/>		
Credit Card Number:	<input type="text"/>	Type:	<input type="text"/>
Expiration Date:	<input type="text"/>		
Authorized Approval Signature:	<input type="text"/>		

With execution of this document, the Customer hereby authorizes Smart City to provide services as requested herein, is authorized to request such services, and acknowledges full and complete understanding of the Terms and Conditions contained herein. Please print and sign this document, and return it to Smart City via mail, e-mail or fax.

SERVICE INFORMATION

Booth Number:	<input type="text"/>		
Install Date:	<input type="text"/>	Time:	<input type="text"/>
Dismantle Date:	<input type="text"/>	Time:	<input type="text"/>
Note/Special Instructions:	<input type="text"/>		

Please include a detailed floor plan of your booth or meeting room.

Qty	Services	Price	Total
	Shared Ethernet Connection with 1 IP address/device (one day) **	\$ 500.00	\$
	Shared Ethernet Connection with 1 IP address/device (length of show) **	\$ 850.00	\$
	Dedicated 1.54 Mb Bandwidth Connection with 1 IP address/device (length of show) **	\$ 2,500.00	\$
	Dedicated 1.54 Mb Bandwidth Connection with 30 IP address/device (length of show) **	\$ 4,000.00	\$
	Each Additional 1 Mb Bandwidth (length of show)	\$ 1,000.00	\$
	Inter-Room Connectivity (per room for length of show)	\$ 350.00	\$
	Relocation Fee	\$ 150.00	\$
	Each Additional IP address/device (length of show) **	\$ 100.00	\$
	Wireless Internet Service for 1 computer @ 512k (one day)	\$ 195.00	\$
	Wireless Internet Service for 1 computer @ 512k (three days)	\$ 525.00	\$
	Wireless Internet Service for up to 10 computers @ 512k (length of show)	\$ 1,500.00	\$
	Wireless Internet Service for up to 20 computers @ 512k (length of show)	\$ 2,500.00	\$
	Extend T-1 data circuit (dry pair) from demarc to location (length of show)	\$ 1,250.00	\$
	Private VLAN (length of show)	\$ 500.00	\$
	Expedite Fee (orders received within 10 business days prior to move-in will incur this fee)	\$ 250.00	\$

***All IP addressable devices sending or receiving data, directly or indirectly, via Smart City data access are required to purchase an Internet Protocol (IP) address. This includes utilizing NAT, DHCP and/or other router protocols.*

Qty	Equipment	Price	Total
	8 Port Ethernet Switch Rental (length of show)	\$ 125.00	\$
	24 Port Ethernet Switch Rental (length of show)	\$ 250.00	\$
	50 Foot Ethernet Patch Cable Rental (length of show)	\$ 50.00	\$
	Wireless Access Point Rental (length of show)	\$ 350.00	\$

Qty	Special Services - Please call for a quote	Price	Total
	Floor Work / Stand-by Labor ST (hours)	\$ 75.00	\$
	Floor Work / Stand-by / Call-Out Labor OT (hours)	\$ 112.50	\$
	Point-to-Point Networking	\$	\$
	Special Configuration / Engineering / VPN / Web Casting	\$	\$

Services Total:	\$
Equipment Total:	\$
Taxes (Equipment Total x .0775):	\$
Grand Total:	\$



NETWORK SECURITY DECLARATION

Smart City has a Network Security Policy that requires adherence to several necessary precautions in order to maintain a healthy, viable network for all of our clients. This declaration of compliance with our network security requirements and acknowledgement of our filtering policies must be completed, signed and transmitted to Smart City prior to your network services being activated.

Smart City requires that all devices directly or indirectly accessing Smart City's network have the latest virus scan software, Windows® security updates, system patches and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device that adversely impacts Smart City's network may cause service interruptions to yourself and to others, which can lead to disconnection of your equipment from the network, with or without prior notice, at Smart City's discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and/or problem resolution.

In addition to the above policy, and in the interest of enhanced network security, Smart City has implemented filtering policies on all Internet routers. These filters block all ICMP (Ping, Traceroute, etc.), either destined to or sourced from any Smart City network. Further, to avoid infection by common Internet worms (Nachi, MSBlaster, LoveSAN, etc.), we have implemented similar filters on the following TCP and UDP port numbers: UDP – 69, 137, 138, 402, 1434 and TCP – 135, 139, 402, 445, 4444. Understanding that Ping and Traceroute are valuable troubleshooting tools, Smart City's policy allows Internet Control Message Protocol (ICMP) packets to the following two hosts: ns1.smartcity.com and ns2.smartcity.com. If you require inbound or outbound access to any of the filtered ports, please contact your Smart City customer service representative in advance of your event with details of your requirements, so Smart City may consider the potential of a customized alternative.

Your business and the success of your event is important to us. With advanced and timely notification of your needs, we are confident that we can provide network services that perform as expected for you and for all of our clients.

Please inform all show site personnel about the importance of Smart City's Network Security compliance issues.

Services will be activated after Smart City is in receipt of this signed declaration of compliance with our network security requirements.

Client Name:		
Event Name:		
Event Hotel:		
Location/Room:		Booth: <input type="text"/>
Total Number Of Devices:	<input type="text"/>	
Device(s) Operating System(s):	<input type="text"/>	
Are You Renting Computers?:	Yes: <input type="text"/>	No: <input type="text"/>
Rental Company Name:	<input type="text"/>	
Rental Company Phone:	<input type="text"/>	
Date Last Security Updates Performed:	<input type="text"/>	
Type Of Anti-Virus Software Installed (Symantec,McAfee,etc.):	<input type="text"/>	
Date Anti-Virus Last Updated:	<input type="text"/>	

By my signature below, I attest that my equipment, which will be connected to Smart City's network at the above-mentioned event and location from beginning date of: _____ through ending date of: _____ has been properly protected with current anti-virus software, and that the latest patches and security updates have been installed. I also accept responsibility for my equipment's performance, and I understand the conditions placed on service delivery by this document, as well as the potential additional charges that may be incurred should my equipment be found to adversely impact the network's performance.

Signature: _____ Date: _____
Printed Name: _____ Title: _____

SMART CITY SOLUTIONS DATA AND INTERNET SERVICES AT THE DISNEYLAND RESORT

LIMITATION OF LIABILITY

Except for claims for physical injury to persons, Smart City Solutions "Smart City" and its suppliers or subcontractors will not be liable for any special, or consequential damages or for loss, damage or expense directly or indirectly arising from customer's use or inability to use the system either separately or in combination with other equipment or software or for commercial loss of any kind (including loss of business profits) based upon breach of warranty, breach of contract, negligence, strict tort or any other legal theory, whether or not Smart City or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. Some states do not allow limits on warranties or on remedies for breach in certain transactions, in such states; the limits in this section may not apply. In no event shall liability exceed a refund of amounts actually paid to Smart City by company for their network attachment.

(1) All High Speed Internet Access "HSIA" Contracts are solely between Smart City and the prospective Client/Exhibitor; (2) Smart City is not the employee, agent, or partner of the Facility; (3) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Client/Exhibitor, under any HSIA Contract, including without limitation, the obligation to provide any of the services covered by such HSIA Contract; (4) No representations or warranties are being made by the Facility with respect to any HSIA Contract or any Communications Services; (5) The right of the Client/Exhibitor to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the Facility will have no obligation to continue providing such services unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the HSIA Contract are separate and independent from the provisions of the Client/Exhibitor event or facility contract and shall not affect Client/Exhibitor obligations under such contracts and without limiting the foregoing, in no event shall any default by Smart City under the HSIA Contract or any failure with respect to any Communications Services have any effect on any Client/Exhibitor obligations to the Facility under any contract, lease or other occupancy agreement between such Client/Exhibitor and the Facility.

TERMS AND CONDITIONS

(1) The customer will not access or permit access to any adult, pornographic or objectionable websites through Smart City's Internet services (2) Customer acknowledges that Smart City will use its reasonable efforts to stop this access and such efforts may hinder or prevent the Customer's access to legitimate websites. (3) Smart City will terminate the internet services of Customers who provide access to adult or objectionable websites and will not provide a credit or refund for Smart City services (4) Adult or objectionable websites shall be defined to include any website that contains material that would not be suitable for children of any age or any website deemed objectionable by Smart City or The Disneyland Resort.

1. Payment and order must be received no later than 10 business days prior to first day of show move-in to avoid a per circuit expedite charge of \$250.00. Orders placed within 24 hours for Dedicated 1.54 Mb Services will be charged \$500.00 per circuit.
2. The individual prices listed on this contract do not include Federal, State or Local Taxes. Taxes are included in the contract total.
3. Please provide all information requested on the form for speedy processing of your contract.
4. Conditions for processing service contract / On-time Installation:
 - a. Payment for service must accompany contract.
 - b. Incomplete contract forms will delay processing
 - c. Booth number(s) must be identified on face of form.
 - d. Location of circuit in booth must be designated on form or customer-provided diagram 2 days before move-in date.
 - e. Customer-provided / ordered circuits must be installed and working 2 days before show move-in.
 - f. Orders / changes received within 3 days of show move-in will be worked after other orders are complete.
5. Any problems should be reported to the Smart City Solutions main office at 714-772-4177.
6. The exhibitor will be fully responsible for the protection and safekeeping of rental equipment.
7. Claims will not be considered unless filed in writing by Exhibitor prior to close of Show.
8. Any additional cost incurred by Smart City to: (1) assist in trouble diagnosis or problem resolution found not to be the fault of Smart City or (2) collect information required to complete the installation that customer fails to provide may be billed to the Exhibitor at the prevailing rate.
9. Only Smart City personnel are authorized to modify system wiring or cabling. Material and equipment furnished by Smart City for this service contract shall remain the property of Smart City.
10. For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.
11. There will be a \$25.00 service charge for all returned checks.
12. Due to the cost of processing checks, any refunds due in the amount of \$10.00 or less will not be refunded except on request.
13. Use of Network Connection: (A) The network attachment to be provided by Smart City may be used only by the directors, officers and

- employees of the company, its guests and its agents and consultants while performing service for the company. The services being provided by Smart City will facilitate communications between the Company's authorized users and the entities reachable through the national Internet. Users of Smart City services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks. (B) Users of Smart City services shall not disrupt any of the Smart City or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of the Smart City or other associated networks. Smart City services shall not be used to transmit any communication where the meaning of the message, or its transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof. (C) All devices for which the Smart City Network provides Internet connectivity shall be required to obtain a Smart City assigned IP address. This includes all devices sending or receiving data, directly or indirectly, via Smart City data access, to include NAT, DHCP or other router protocols.
14. Internet Performance Disclaimer: Smart City does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit(s) connectivity with regards to the Internet and/or Internet backbones beyond any facility we service.
 15. Internet Security Disclaimer: Smart City does not provide security, such as, but not limited to firewalls, etc. for any data circuit(s) we provide. It is the sole responsibility of the exhibitor or customer to provide any necessary security. Exhibitors are to agree to hold Smart City; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.
 16. CANCELLATION - There is a minimum \$150 Cancellation fee. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and/or engineering costs. Some broadband services and special circuits cannot be cancelled, once ordered, and will incur full charges listed / quoted. Credit will not be given for service installed and not used.

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Service Contract EXAMPLE**

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Phone: 714-772-4177 Fax: 714-772-1552
E-Mail: DNAGEL@SMARTCITY.COM**

EVENT INFORMATION

Event Name:	Super Event
Event Hotel:	The Disneyland Hotel
Disney Service Manager:	Jill Jones

CLIENT INFORMATION

Client:	ABC Corporation
Contact Name:	John Smith
Contact Phone:	555-555-1234
Contact Fax:	555-555-5678
Contact E-Mail:	John.Smith@ABCCorporation.com
Contact Address:	1234 S. West St. Anywhere, CA 92800

BILLING INFORMATION

Name On Credit Card:	John Smith		
Credit Card Number:	1234 123456 12345	Type:	American Express
Expiration Date:	10/13		
Authorized Approval Signature:	 		

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SERVICE INFORMATION

Booth Number:	409		
Install Date:	5/2/2011	Time:	9:00am
Dismantle Date:	5/5/2011	Time:	3:00pm
Note/Special Instructions:	Install cables to three podiums at back of booth		

Please include a detailed floor plan of your booth or meeting room.

Qty	Services	Price	Total
	Shared Ethernet Connection with 1 IP address/device (one day) **	\$ 500.00	\$ -
1	Shared Ethernet Connection with 1 IP address/device (length of show) **	\$ 850.00	\$ 850.00
	Dedicated 1.54 Mb Bandwidth Connection with 1 IP address/device (length of show) **	\$ 2,500.00	\$ -
	Dedicated 1.54 Mb Bandwidth Connection with 30 IP address/device (length of show) **	\$ 4,000.00	\$ -
	Each Additional 1 Mb Bandwidth (length of show)	\$ 1,000.00	\$ -
	Inter-Room Connectivity (per room for length of show)	\$ 350.00	\$ -
	Relocation Fee	\$ 150.00	\$ -
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	Wireless Access Point Rental (length of show)	\$ 350.00	\$ -

Qty	Special Services - Please call for a quote	Price	Total
	Floor Work / Stand-by Labor ST (hours)	\$ 75.00	\$ -
	Floor Work / Stand-by / Call-Out Labor OT (hours)	\$ 112.50	\$ -
	Point-to-Point Networking		\$ -
	Special Configuration / Engineering / VPN / Web Casting		\$ -

Services Total:	\$ 1,050.00
Equipment Total:	\$ 225.00
Taxes (Equipment Total x .0775):	\$ 17.44
Grand Total:	\$ 1,292.44