

Internet-Network Service Contract



Remit to: NRG Park - Exhibitor Services

Mailing Address: One NRG Park Houston, TX 77054

Phone: 832-667-1718 (option 4)

Fax Orders & Payment To: 832-667-3901

Email Orders & Payment To: nrgorders@smarcity.com

Order Services & Manage Orders Online at <https://nrgpark.boomerecommerce.com/>

Exhibitor Company Name or EAC 3 rd Party Ordering for Exhibitor:	Show Name:
Billing Company Name (Exhibitor or EAC 3 rd Party):	Show Dates: / / To / /
Billing Company Address (Exhibitor or EAC 3 rd Party):	Incentive Order Deadline: 14 Days Prior to 1st Day of Show
City, State / Country, Zip:	Booth / Room # (s):
Order Contact Name:	Phone Number: () -
Order Contact Email:	Cell Number: () -
On-Site Contact Name & Email:	On-Site Number: () -

Important! Review "Product Overview / Glossary" literature to assure the services you have selected will provide the functionality for any application(s) you will be utilizing. See <https://nrgpark.boomerecommerce.com/> to view the NRG Park Terms & Conditions. Please call if assistance is needed. **Note Cancellation Policy Specifics – Terms & Conditions item #K – This document, page/thumbnaill 2. Please note that Wireless services are NOT included on this form – please contact us for specific rates.**

Print Authorized Name Accepting Terms and Conditions:	Authorized Signature Accepting Terms and Conditions:
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<p>Dedicated Wired Internet Routers Allowed Connection speeds of 3Mbps and up</p> <p>Required for:</p> <ul style="list-style-type: none"> • Web Casting • HD Streaming • Routers(wired or wireless) <p>Includes 5 Static Public IP Addresses</p>	<p>Broadband Wired Internet No Wired or Wireless Routers Connection speeds 1.5mbps Burstable to 3mbps, DHCP</p> <p>Recommended for:</p> <ul style="list-style-type: none"> • Internet Applications • Social Media • Surfing the Web • Multi Media Downloads <p>Includes 1 Private IP Address</p>
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1. Internet Services – Routers Prohibited	QTY	Incentive	Base	Total
a. Broadband Internet Service – Includes 1 Private IP Address		\$895	\$1140	
b. Additional Device for Broadband Service, Per Device Up to 4		\$185	\$220	
If you require 6 or more devices – Please call (888) 446-6911.				
2. Dedicated Internet Services – Routers Supported				
a. Dedicated 3Mbps – Includes 5 Static IP Addresses		\$3,495	\$4,370	
b. Dedicated 6Mbps – Includes 5 Static IP Addresses		\$5,900	\$7,375	
c. Dedicated 10Mbps – Includes 5 Static IP Addresses		\$7,850	\$9,810	
d. Dedicated 15Mbps – Includes 5 Static IP Addresses		\$11,700	\$14,630	
e. Dedicated 20Mbps – Includes 5 Static IP Addresses		\$15,500	\$19,380	
f. Upgrade to 29 Public Static IP Addresses		\$995	\$1,194	
Higher Bandwidth Services Available – Please call (888) 446-6911 for quote.				
3. Internet Equipment & Labor				
a. Switch Rental – up to 24 ports		\$185	\$225	
b. Patch Cable (up to 100') – Cat5e		\$50	\$62	
c. Labor / Floor Work – Fee Per Hour		\$125	\$125	
4. Wireless Custom Hotspots Available – Please call (888) 446-6911 for quote.				
5. Special Quote – Attachment A or Statement of Work (if applicable)				
6. Distance Fee of \$500 for each Internet line outside the convention venue x (number of lines)				
7. Move-In/On-Site order fee (if ordering service after show move-in begins)				
				(20%) x (Base Price)
				SUBTOTAL
				Estimated Sales Tax 8.25%
				PUC Universal Surcharge 4.3%
				PUC Gross Receipts 0.1667%
				GRAND TOTAL
<u>Incentive rate applies to orders received with payment 14 days prior to 1st Day of Show</u>				

Effective January 1, 2019– December 31, 2019	Customer No: 2019 - 003 -
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Network Security Declaration

Center: NRG Park (003) - TX

Company Name: _____

Show: _____

Booth / Room #: _____

Customer / Ref #: 2019 - 003 -

The Network Security Policy implemented for this Facility requires Customer(s) adherence to several necessary precautions in order for Smart City to maintain a healthy, viable network for all Customers. This declaration of compliance with the security requirements as noted herein is an acknowledgement of Smart City's filtering policies and must be completed, signed by an authorized Customer representative and mailed or faxed to Smart City prior to the requested network service(s) being activated for Customer's usage.

Network Security Policy:

Smart City requires that all devices directly or indirectly accessing Smart City's network(s) have the latest virus scan software, Windows® security updates, system patches, and any other technological precautions necessary to protect the Customer(s) and others from viruses, malicious programs, and other disruptive applications. Any device(s) which adversely impacts Smart City's network(s) may cause service interruptions to Customer(s) which can lead to disconnection of the Customer's equipment from the network(s), with or without prior notice at Smart City's sole 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.

Smart City has implemented filtering policies on all Internet routers. These filters block all inbound Internet Control Message Protocol (ICMP) -- Ping, Traceroute, etc. -- destined to any Smart City Network(s). Smart City understands that Ping and Traceroute are valuable troubleshooting tools; therefore Smart City's Policy does allow ICMP (Ping & Traceroute) packets sourced from any Smart City network(s).

Further, to avoid infection by common Internet worms (Nachi, MSBlaster, LoveSAN, etc.), Smart City has implemented similar filters on the following TCP and UDP port numbers: UDP - 137, 138, 402, 1434 and TCP - 135, 139, 402, 445, 4444.

Customers requiring inbound or outbound access to any of the filtered ports, should contact a Smart City customer service representative in advance of the event with details of the specific requirements so that Smart City may consider the potential of a customized alternative.

Each Customer's business is important to Smart City and with advanced and timely notification of a Customer's needs we are confident that we can provide network services that perform as expected for all clients.

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

***** Services are activated after Smart City is in receipt of this signed declaration of compliance with our network security requirements *****

Device(s) Operating System: _____

Total # of Devices
Connecting to Smart
City's Network: _____

Type of Anti-Virus Software Installed: Norton McAfee Other: _____

Virus Scan Last Updated - Date: ____/____/____ Security Updates Last Performed - Date: ____/____/____

Are You Renting Computers? Yes No Rental Company Name: _____

Rental Company Contact: _____ Contact Number: _____

With execution of this document the Customer hereby attests that Customer provided equipment, which will be connected to Smart City's network(s) at the above noted Facility and Show / Event has been properly protected, contains anti-virus software, and the latest patches and security updates have been installed. Customer(s) also accepts the responsibility for the performance of Customer's equipment and understands the conditions placed on service delivery by this document as well as the potential that additional charges may be incurred should Customer's equipment be found to adversely impact Smart City's network(s) performance. The Customer acknowledges that this Network Security Declaration is part of the Customer Contract allowing Smart City to provide requested service(s) and is subject to change without notice.

Signature _____

Date _____

Printed Name _____

Title _____



Wireless Performance Declaration

Center: N R G P a r k (0 0 3) - T X

Show: _____

Company Name: _____

Booth / Room #: _____

Customer / Ref #: 2 0 1 9 - 0 0 3 -

Overview

Smart City is the exclusive provider for wired and wireless services for the Facility and has in operation a wireless 802.11 a / g system. The wireless service offers Internet access at speeds up to 256K servicing Customers as well as attendees. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time. Routers, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. Smart City can engineer custom dedicated network(s) to accommodate such special requests. Please call for quote.

Wireless is an entry level service ideal for web surfing and checking web based email. Smart City's Wireless Network can be accessed throughout the Facility by using a Wi-Fi® compatible 802.11 a / b / g network card or one of our rental bridge units (limited quantity of bridge units, call for availability).

Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. Smart City cannot guarantee that interference will not occur. Smart City does **NOT** recommend wireless service for mission critical services such as product presentation or demonstrations. For demonstrations or to present products and other mission critical activity, via the Internet, Smart City highly recommends Customer(s) purchase hardwired services such as Shared Ethernet, Shared EtherNAT or T-1 service.

If you are unsure which of our products will best suit your needs please call our Customer Service Department at (888) 446-6911 and one of our Customer Service Representatives will be happy to assist you.

Restrictions and Special Requests

Due to the extensive coverage Smart City provides for the Facility, **NO** Customer provided access points are authorized for use within the Facility without Smart City prior approval (wireless access points without adjustable power outputs can not be authorized under any circumstances). Customer(s) who attempt to set up their own wireless system can interfere with the Smart City Wireless Network. Smart City requires all Customers showcasing their wireless products to contact Smart City 21 days prior to the show move-in so that we may engineer a cohesive network operating without interference (all approvals will incur a site survey fee). Per our Terms and Conditions listed on Smart City's Customer Contract, misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. **No service refunds will be given.**

ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY SMART CITY ARE PROHIBITED.

I hereby attest that I understand the limitations and vulnerabilities of the wireless service provided by Smart City. I also understand that if I use this service for any reason including, but not limited to, demonstrating, showcasing or presenting my product(s), Smart City will not be responsible for possible interference that I may experience. Refunds will not be given for service issues found not to be the fault of Smart City. Upon receipt of this form, Smart City Wireless Services and / or Customer(s) authorized wireless AP devices (with Smart City's approval) will be activated / available for your use.

Signature: _____ Date: _____

Printed Name: _____ Title: _____

Email: _____ Contact Phone #: _____



Floor Plan – Communications Cable

Center: NRG Park (003) - TX

Company Name: _____

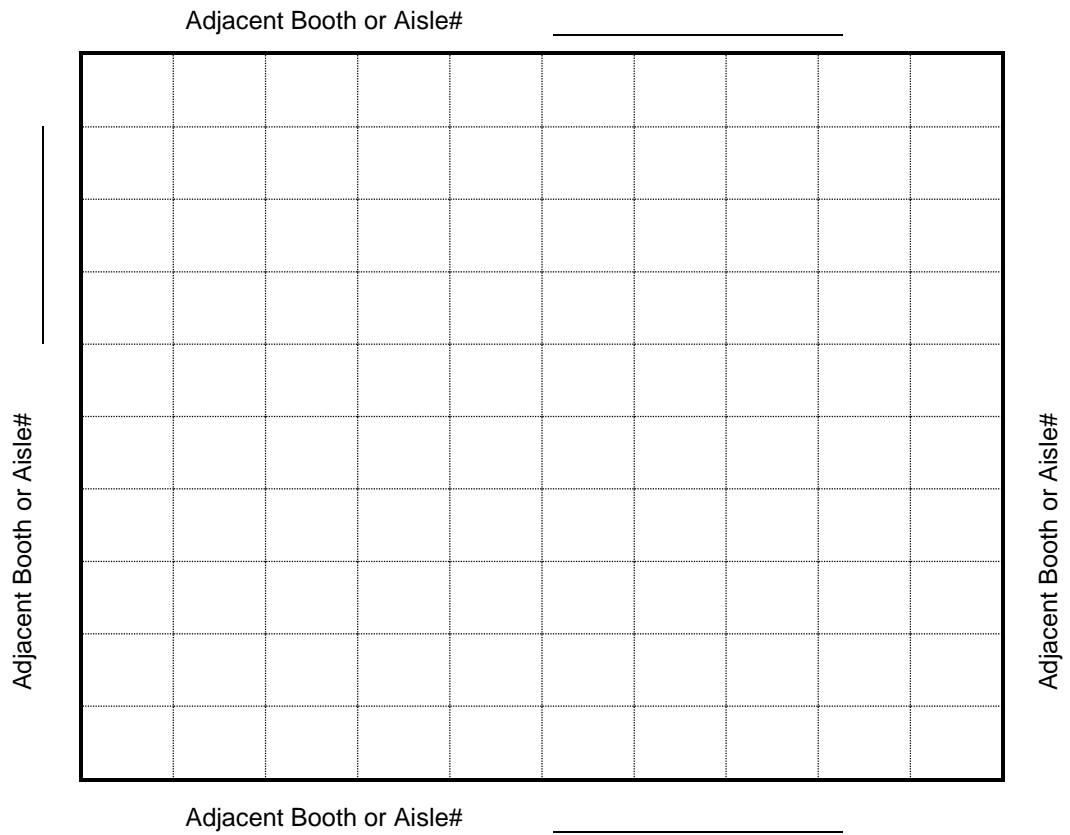
Show: _____

Booth / Room #: _____

Customer / Ref #: 2019 - 003 -

Voice and Data communications cabling. Smart City is the **exclusive installer** of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6) and all other data and telecommunication cable fall under Smart City's area of expertise.

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. You may use a different floor plan for each service group (Telephone, Internet, etc.) or combine all services on one floor plan. For a floor plan to be considered complete it **must** include all the information listed below (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale-length and width).



X = Main Distribution Location (**MDL**) – The originating line(s) for service, whether from overhead, a floor pocket or a column, will be delivered to a "**MDL**" before being distributed within your booth. Example: Storage area, back of booth, etc. (unless specified, the default for the "**MDL**" will be the back of the booth or at Smart City's discretion, the most convenient location). All distribution of services to their final destination within the booth will originate from the "**MDL**". A per line move fee will apply to relocate services within your booth after they have been engineered and / or installed.

T = Location of Telephones, Fax lines or other telecommunications equipment "**T**".

I / H / PC / C = Location of primary Internet Service "**I**", Hubs "**H**", Patch Cables "**PC**" and / or Computers "**C**". For Smart City to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

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

Size = Booth dimensions (example 10x10) _____. **Scale** = 1 Box is equal to _____ ft.



Floor Plan – Communications Cable

Center: NRG Park (003) - TX

Company Name: ABC EXAMPLE COMPANY

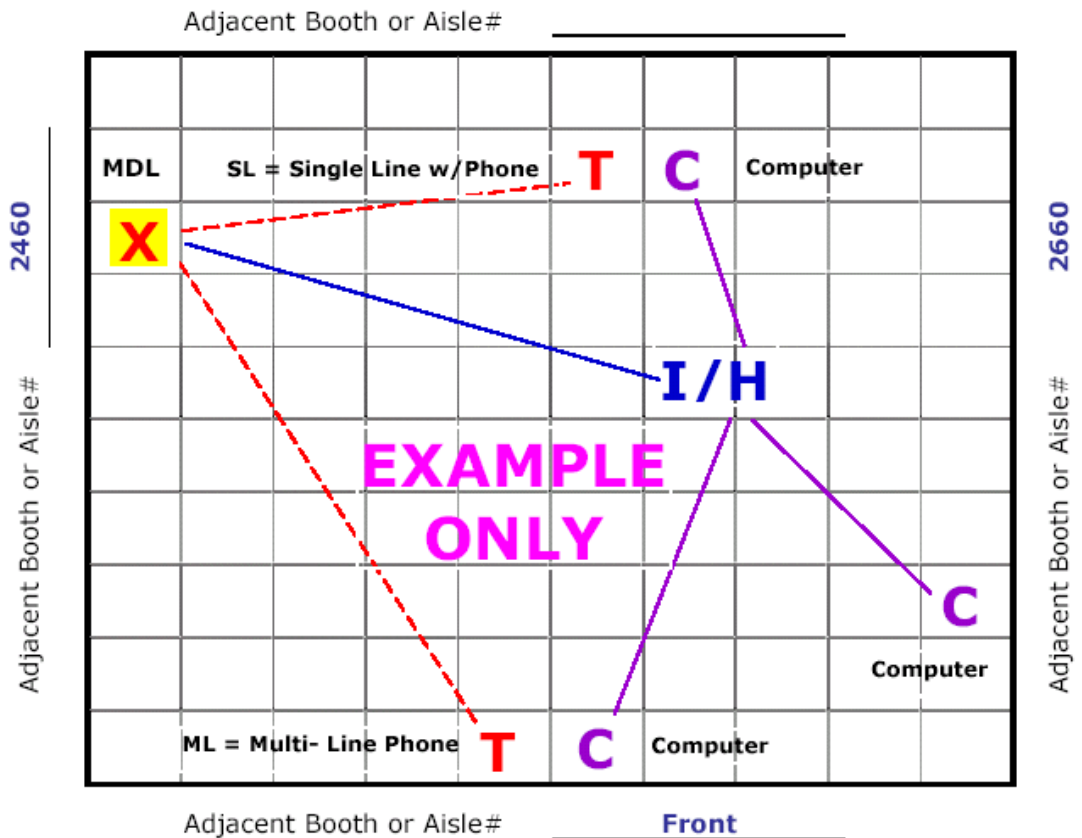
Show: ABC EXAMPLE SHOW

Booth / Room #: 1 2 3 4

Customer / Ref #: 2019 - 003 - XXX - XXXX

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

Size = Booth dimensions (example 10x10) 20 x 20. **Scale** = 1 Box is equal to 20 ft.