

PHONE/COMMS CONNECTION FORM

This form is to be completed if you require internet data services. Please complete this form and return it to the Gold Coast Convention and Exhibition Centre no later than **(7) days** prior to your event. Any request presented for connection after this period will incur a late fee of \$50 per connection

Exhibition/Conference Name: **HAA 2007 ASM (HSANZ / ANZSBT / ASTH)**

Company Name: _____ Booth #/Other Location: _____

Times required: _____ Contact Name on Day: _____

Address: _____ Suburb: _____ Postcode: _____

Mobile No: _____ Fax. No: _____ Email Address: _____

The Gold Coast Convention & Exhibition Centre offer a variety of analogue and digital phone lines available to exhibitors/delegates. These lines are through the GCCEC's PABX phone system with a 33Kbps capacity (if used with compatible equipment). The lines can be used for a variety of things from EFTPOS to dial-up modems. If this service is required please complete the form below.

Item	Price	Qty	Location/Booth #
Telephone, fax or data line (Line access through PABX by dialing '0')	\$40.00 connection Plus Call Costs*		
Dedicated PSTN Line (Direct Line Out)	\$100.00 connection Plus Call Costs*		
On ramp2 (ISDN) line 128kbps capacity	\$311.50 connection Plus \$60 Line Rental & Call Costs*		

All Connections are GST inclusive

TV Antenna

RF TV Antenna Connection	\$22.00		
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Conference Phones

Polycom Conference Speakerphone**	\$100.00		
Polycom Video Conference Kit <small>(Includes Video Unit, ISDN lines [Up to 512k], Monitor & Set-up)</small>	\$1,000.00		

Fax Machines

Basic Fax Machine**	\$80.00 per day		
Multifunction Machine B&W <small>(copy, fax**, print) Small/Medium Volume Use</small>	\$100.00 per day		

**Does not include Fax Line Rental

Please indicate the approximate location of service placement within the booth with an (X) and any neighbouring booth numbers. If available, please attach additional documentation/floor plans to ensure accurate placement of service(s). If no location is provided within 2 days before show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services.

Left

Back

Right

Front

By completing and signing this form you have read, understood & agreed to all the terms and conditions on the following page.

Name(print): _____ Signature: _____

I hereby authorise the Gold Coast Convention and Exhibition Centre to process authorised charges to the following credit card:

Bankcard
 Mastercard
 Visa
 Diners card
 American Express

Credit Card Number:

 Expiry date:

Cardholder Name: _____

Signature: _____

Authorised Amount/Limit*: _____

*All transactions will incur a fee: Visa, Mastercard, Bankcard 1.2%; American Express 2.8%, Diners 4.1%

PLEASE RETURN TO:

Gold Coast Convention and Exhibition Centre
PO Box 1407, BROADBEACH QLD 4218 OR FAX TO 07 5504 4001

Technical Services Terms and Conditions

1. Payment Terms:

- Standard rates will be applicable to all Service Order Forms received at the Gold Coast Convention & Exhibition Centre (GCCEC) less than seven (7) days for Internet – Network Services **PRIOR** to the show/event opening.
- Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and/or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
- Cheque, money orders, American Express, VISA, Master Card or Diner Club credit card transactions are accepted.
- Refunds for overpayment will be processed by the GCCEC Accounting Department 15-30 days after the show closing date.

2. Prices are subject to change without notice.

3. The GCCEC reserves the right to require a deposit for certain Telecommunications service(s)/equipment, **PRIOR** to installation.
4. It is the client's responsibility to ensure safe return of rented equipment to the GCCEC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
5. All claims / disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show/event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**
6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).
7. Notification of cancellation must be received a minimum of seven (7) days **PRIOR** to show/event scheduled opening date.
8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show/event scheduled opening date.
9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.
10. Internet – Network service(s) is contracted for actual show days only. Internet – Network service(s) will be disconnected on the last day of the show/event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
11. Any unused data will not be re-funded. Any Additional data charges for over usage will be billed at the end of the Event.
12. Only an authorized GCCEC Technician is permitted to do any wiring in the facility (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 Technology Services Department. Additional fees will apply to extend service(s) to booth.
13. All materials and equipment furnished by the GCCEC remain the GCCEC's property, and shall be removed **ONLY** by GCCEC Personnel.
14. Any equipment that is found to be causing disruptions to any part of the GCCEC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the GCCEC Technology Services Department.
15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
17. All devices that are used on the network for Internet Access will be dynamically assigned an IP address by our server.
18. The GCCEC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the High Speed Internet Connection. If any special service need to be connected to the network they must be approved by the GCCEC Technology Services Department.
19. Due to the dynamic nature of the Internet, the GCCEC cannot guarantee any level of performance or accessibility beyond our gateway. The GCCEC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.
20. The GCCEC has the right to charge for any damage or loss of any of the GCCEC's equipment.

21. Wireless Services:

- Wireless/System performance, battery life and functionality may vary depending on your specific hardware and software configurations.
- Wireless Access Points are strictly prohibited unless authorized by the Gold Coast Exhibition & Convention Centre.
- Client must provide their own 802.11 compliant wireless device.

22. Internet service requirements/client responsibilities – It is the responsibility of the client to provide the following:

- Computers, workstations, etc.
- Standard 10/100 baseT Ethernet Network Interface Card (RJ45 Interface) for each computer.
- Network Driver: TCP/IP.
- Proper configuration of computer equipment for TCP/IP connection.
- Up to date Virus Protection Software (i.e.: Norton or McAfee) 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 temporarily suspended until software is installed or activated.