

# Raleigh Convention Center Utilities Order Form

Payment for any requested services can only be made by a company, cashier's, or certified check, cash, Visa, MasterCard or American Express. Service will not be provided until payment is received. If you would like a confirmation or receipt for your order please contact RCC Accounting at 919-996-8520 and include your email address on this form. See page 2 for additional contact information.

Event Name: \_\_\_\_\_ Event # \_\_\_\_\_  
(RCC to complete)

Event Date(s): \_\_\_\_\_

Booth Number(s): \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_ Would You Like A Receipt? \_\_\_\_\_

	QTY.	SERVICE	ADVANCE PRICE	FLOOR PRICE*	TOTAL PRICE
<b>ELECTRIC POWER±</b>		110V Outlet 20 Amp	\$90.00	\$140.00	
		208V Outlet 30 Amp & Under	\$160.00	\$220.00	
		208V Outlet 30 - 100 Amp (Single Phase)	\$240.00	\$320.00	
		208V Outlet 30 - 100 Amp (Three Phase)	\$300.00	\$360.00	
		120/208 1ph or 3ph Anything over 100 Amp	Call Tony Latham (919-239-0571) for Details, Advance Only		
<b>PHONES/MISC</b>		Telephone Line (Handset Not Incl)	\$215.00	\$270.00	
		Telephone Line (Includes Handset)	\$244.75	\$305.00	
		Two-Line Digital Phone	\$350.00	\$425.00	
		Compressed Air, Water, or Drain Service (Exhibit Halls Only)	Call Tony Latham (919-239-0571) for Details, Advance Only		

Prices are subject to change. The latest form can be found on the Raleigh Convention Center website: <http://www.raleighconvention.com>  
 ± All power is supplied from the floor. Please call to discuss other requirements.

**Free basic wireless Internet service is offered throughout the Raleigh Convention Center.**

Free wireless Internet service is suitable for checking email and light web surfing. Total available bandwidth is shared by all customers in the facility. Free wireless Internet service is a best-effort, non-guaranteed offering and does not include I.T. support. Raleigh Convention Center also offers dedicated bandwidth, high speed wireless, wired Internet, and many other networking services. Please contact the Convention Center I.T. department for a quote for additional services.

\*\*Additional information and Terms of service below

QTY.	SERVICE	ADVANCE PRICE	FLOOR PRICE*	TOTAL PRICE
	Wired Internet	\$350.00/ Per event, per drop	\$450.00/ Per event, per drop	
<b>Other Internet Services</b>				
QTY.	# OF DAYS	SERVICE	PRICING	TOTAL PRICE
		Dedicated Bandwidth Connections	\$150.00/Mbps per day – (Min order \$500.00) <b>7 to 45 Days Advance Notice Required</b>	
		Static Public IP Address	\$150.00 (+ \$350.00 for one Wired Connection = \$500.00) <b>Advance Notice Required</b>	
<b>TOTAL:</b>				

**\*Please note that the floor price will be charged if equipment reservations are not received by The Raleigh Convention Center at least one week prior to the first day of move-in.**

Payment options:	
1. Mail <b>completed form</b> with <b>payment</b> to: Raleigh Convention Center 500 South Salisbury St. Raleigh, NC 27601  <b>For order receipt confirmation or payment receipts please contact:</b>  <b>RCC Accounting: 919-996-8515</b>	2. Pay with <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> American Express (check one box) Name on Card _____ Card number _____ Expiration (MM/YY) _____ Signature _____  <b>FAX completed form with credit card information to:</b> <b>RCC Accounting FAX #: 919-996-8552</b>
For Internal Use Only: Date received:	Receipt number:

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**Raleigh Convention and Conference Center**

## Utilities Order Form

### Connection:

1. Under no circumstances shall anyone other than the Convention Center Electrician make electrical connections to the Convention Center distribution system.
2. Hourly fees may apply for special wiring requirements.
3. Sharing power between booths is prohibited.
4. Convenience outlets that may exist in or near your booth are not included in your booth rental and may not be used.
5. All equipment provided by exhibitor must comply with all National Electric Codes as well as, state, local and international safety codes.
6. The building engineer may refuse service to any requests deemed unsafe.
7. No two-wire (home-use) extension cords are allowed.

### 120/208v and 277/480v Power:

The Convention Center can provide power for your equipment and machinery with the following limitations: We can only guarantee that we will be able to provide power if you order in advance. Not all locations of the building have access to higher amperage or voltage power. Please discuss your needs with Tony Latham at (919-239-0571). We generally can provide the power you need for most equipment, however, we do not stock all types of outlets. If you need to plug into something other than a standard 120 or 240 volt, 20 or 30 amp outlet you need to either bring an outlet of the correct type or provide equipment with bare wire leads that we will install into our breaker panel. We will not disassemble your machinery or equipment in order to wire it. Please provide equipment with either a plug or bare wire leads.

### Right of Way and Access:

1. The Convention Center reserves an easement behind each exhibit booth for the purpose of distributing electrical service to neighboring booths.
2. Unless otherwise directed, Convention Center electricians are authorized to cut floor coverings to permit installation of service.
3. Wall, column and permanent building utility outlets are not a part of the booth space and are not to be used by exhibitors without advance approval.
4. Access to floor boxes is strictly prohibited.
5. Displays and service panels must be available and accessible for inspection at all times.

### Phone lines:

You will be provided with one phone line with an RJ-12 plug for each phone line you order. The phone lines are analog lines suitable for use with computer modems, credit card machines, or for voice communication. If you want to use the line as a normal phone, you may rent the telephone set from us for an additional fee or bring your own telephone set. If you are using the line for a modem or credit card machine, you must program your device to dial 9, pause, and then dial the number you are calling. The phone lines are disabled from making international calls or dialing 900, 976, and similar toll numbers. Long distance fees are charged to the client upon receipt of the final bill.

### Air, Water, and Drain Service:

Compressed air, water, and drain service must be ordered in advance. Not all areas of the Convention Center have access to these services, so please contact us early if you need these services. Call Tony Latham at (919-239-0571) to order these services.

### Internet Services:

All Internet Services are subject to The Convention Center's acceptable use policies and the RCC may suspend Service to any exhibitor or user if the use is determined to be in violation of the acceptable use policies. The Convention Center is the sole provider of Wi-Fi Internet services within the facility. **Customers may not use their own wireless access points, wireless routers, MiFi devices, or any other device that provides shared Wi-Fi Internet access.**

Wired internet: You may install up to five devices per drop with your switch, or you may rent a switch for \$50 per event.

VPN over PPTP: To make multiple VPN connections to a single Microsoft VPN server, each connecting PC must have its own static public IP address. This is due to limitations of PPTP.

**Disclaimer:** The Convention Center does not provide security, such as, but not limited to firewalls, etc. for any data circuit(s) that we provide. It is the sole responsibility of the exhibitor or customer to provide any necessary security. Software or content obtained from the use of Service may contain viruses or other harmful features and customer is solely responsible for protecting its equipment and software from such matters.

## **Free wireless Terms of Use, Security Warning, and Disclaimer**

### **WARNING: THIS WIRELESS NETWORK IS NOT SECURE.**

Data sent to or from all wireless devices connected to this network is sent in the clear and could be intercepted and viewed by third parties. Do not use this network to transfer sensitive personal data such as usernames, passwords, credit card numbers, social security numbers, etc. It is available to the general public and is not secure. The City cannot and does not guarantee the privacy of your data and communication while using the service.

### **INDEMNITY.**

Under no circumstances shall the City, its officers, employees, or agents be liable for any direct, indirect, incidental, special, punitive or consequential or other damages that arise or result in any way from use of, or inability to use, the service or to access the Internet or any part thereof, or user's 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 defect in or failure of performance. By your use of the free wireless network, you agree to indemnify and hold harmless the City, of its officers, employees, and agents, from, and against any claim, liability, loss, damage, cost, or expense (including without limitation reasonable attorneys' fees) arising from or related to your use of the service, any materials downloaded or uploaded through the service, any actions taken by you in connection with your use of the service, any violation of any third party's rights or a violation of law or regulation, or any breach of the terms of service agreement.