



55th Annual Meeting & Exhibition • August 4 - 8, 2013 • Indianapolis, Indiana

**New this year!!**

**Complimentary WI-FI**  
*throughout the*  
**Indiana Convention Center**  
**(AAPM meeting rooms, exhibit hall and function space)**

- All wireless access points are prohibited unless pre-authorized by our onsite Internet provider, Smart City.
- Permitted: laptops, desktop computers, iPads, cell phones
- Not Permitted: routers, MiFi devices (including Hot Spot/MiFi feature on smartphones), wireless printers or any other device with an antenna. If you are unsure of permissions, please contact Smart City 317-262-4600.

**Anyone using wireless access points will be fined \$500 as this equipment interferes with all normal signals causing wireless performance issues for other users.**

**If a Wired Internet Connection is need, it can be purchased through the Convention Center. Please complete Smart City Internet Services form.**



Smart City  
5795 W. Badura Ave, Suite 110  
Las Vegas, Nevada 89118  
888-446-6911 • 702-943-6001 (Fax)



INDIANA CONVENTION CENTER & LUCAS OIL STADIUM

2013 CUSTOMER CONTRACT

Company Name		Booth / Room	Show Name:
Billing Name		Show Dates: / / To / /	
Billing Address		Incentive Order Deadline:	
City, State / Country, Zip		Email	
Contact	Telephone Number ( ) -	Fax Number ( ) -	
Credit Card Number: <input type="checkbox"/> AMX <input type="checkbox"/> MC <input type="checkbox"/> Visa		Expire Date (MM / YY):	Sec Code:
Print Card Holder Name:		Card Holder Signature and/or Acceptance of T's & C's:	

**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. [View complete descriptions of Services and Terms & Conditions at smartcitynetworks.com/Facilities/Locations.aspx](http://smartcitynetworks.com/Facilities/Locations.aspx). Please call if assistance is needed. **Note Cancellation Policy Specifics – Terms & Conditions item #18 – This document**

Description of Service	Type	QTY	Incentive	Base	Total
<b>1. Internet – Networking Services: ( 10 / 100 Base - T )</b>					
a. NetPremium (Shared Ethernet Service, 1 Static Public IP address)	SE		\$ 1,195	\$ 1,495	
b. Additional Public IP Address / Device (NetPremium) - Max 10 addl allowed	IA-SP		\$ 150	\$ 185	
c. NetStandard (Shared EtherNAT Service, 1 Static Private IP address)	NE		\$ 995	\$ 1,245	
d. Additional Private IP Address / Device (NetStandard) - Max 10 addl allowed	IA-SN		\$ 125	\$ 155	
e. NetBasic (Shared up to 512K↑/1.5M↓)(1 Private DHCP IP, 1/Device) - Limited Qty	BE-1.5		\$ 795	\$ 995	
f. NetExpress (Shared up to 256K↑/512K↓)(1 Private DHCP IP, 1/Device)-Limited Qty	BE-512		\$ 595	\$ 745	
g. NetDedicated (Dedicated 1.54 Mbps w/5 IP addresses) - No addl IP's available	TS		\$ 3,495	\$ 4,370	
h. NetDedicated Plus (Dedicated 3 Mbps w/29 IP addresses)	TS-03		\$ 5,900	\$ 7,375	
i. Additional Block of 29 IP Addresses / Devices (Dedicated Svc- Public or Private)	IA-T-29		\$ 995	\$ 1,245	
<b>2. Internet – Networking Services: Equipment</b>					
a. Switch Rental (8 Port) – 10 / 100 Base -T	SW08		\$ 150	\$ 185	
b. Switch Rental (24 Port) – 10 / 100 Base -T	SW24		\$ 225	\$ 280	
c. Patch Cable (up to 50') – Cat 5e	PC		\$ 50	\$ 62	
<b>3. Special Line Services (For 3<sup>rd</sup> Party Circuit Extensions - Must order circuit from local Bell Co or Other Provider)</b>					
a. T-1 Extended Data circuit from Demarc to Booth (See T&C 8)	T2		\$ 2,000	\$ 2,500	
b. DS-3 Extended circuit from Demarc to Booth (See T&C 8)	T3		\$ 9,000	\$ 11,250	
c. Labor / Floor Work - Fee per hour (See T&C 1)	FW-N		\$ 125	\$ 125	
d. Point-to-Point / Special Engineering / VPN / Web Casting (See T&C 1)	MI		(Call 888-446-6911 for quote)		
<b>4. Special Quote – Attachment A or SOW (if applicable)</b>					
<b>5. Distance Fee of \$500 for each Internet / Network line outside the convention venue. x (number of lines)</b>					
			<b>SUBTOTAL</b>		
Unused portions of deposits returned with final billing.			<b>ESTIMATED 10% TAX / FEES DEPOSIT = SUBTOTAL x 10%</b>		
<b>TOTAL PAYMENT MUST ACCOMPANY ORDER.</b> Credit Card users may fax order to 702-943-6001			<b>GRAND TOTAL</b>		

**\*\*\* Incentive Price applies to orders received With Payment 14 days prior to the 1<sup>st</sup> day of show. \*\*\***

**Customer Acceptance of All Smart City Terms and Conditions / Attachments:**

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 and Attachments contained herein & Website.

<b>Print Authorized Name</b>	<b>Authorized Signature</b>	<b>Date</b>
<b>FOR SMART CITY USE:</b> Payment Rec'd (Amount):	Customer No: <b>2013 - 014 -</b>	

ORDER ON LINE: <https://www.smartcitynetworks.com/order/center.aspx?center=014>

**\*\*\* Tipping is not permitted. Any request from personnel for gratuities should be reported to Management immediately. \*\*\***

## Terms and Conditions / Payment Options

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| <ol style="list-style-type: none"> <li>1. <b>Smart City is the exclusive provider and installer of all Data and Network</b> services (wired and wireless) including communications cabling. This includes <b>all cabling</b> to meeting rooms, booths, within booths (under carpet and flooring), fiber optic, twisted pair (Category 5 and 6), and all other data related cabling.</li> <li>2. The use of the network connection(s) provided by Smart City may be used only by the directors, officers and employees of the Company, its guests, its agents and consultants while performing service for the Company and <b>cannot be resold or distributed to other companies</b> or individuals.</li> <li>3. All devices for which Smart City directly or indirectly provides Internet / Network connectivity must pay a device charge or purchase a Smart City assigned IP address.</li> <li>4. <b>Incentive Price</b> applies when a completed order with payment is received no later than 14 days prior to the first day of show. <b>Base Price</b> applies to (a) all orders received from One (1) to Thirteen (13) days before first day of show or (b) orders received on or before the 14 day Incentive Deadline without payment.</li> <li>5. <b>Internet / Network</b> – 10 / 100 Mbps, half / full-duplex, auto-sensing Ethernet access to our backbone, with shared or dedicated Internet access up to 128 Kbps or greater (depending on service ordered) via an RJ-45 jack, is provided for each connection ordered.</li> <li>6. <b>Shared Internet Services Specific:</b> Routers, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are <b>not allowed with any</b> of our <b>shared Internet / Network services</b>. This includes, but is not limited to, NetPremium, NetStandard, NetBasic, and NetExpress. Smart City can engineer a custom dedicated network(s) to accommodate such special requests. Please call for quote.</li> <li>7. Rates listed include a single IP address, standard installation to the booth in the most convenient manner and does not include computer equipment, NIC card, TCP / IP software or power to the booth.</li> <li>8. Limited Availability: T-1 / DS-3 and other special circuit orders must be placed 45 days prior to show move-in date due to limited availability and to avoid additional charges.</li> <li>9. <b>Wireless Specific:</b> (a) Smart City is the exclusive provider of wired and wireless data service(s) for the Facility. <b>Wireless Devices not authorized by Smart City are strictly prohibited.</b> Customer(s) that desire to showcase their wireless products must contact Smart City 21 days in advance of show move-in to investigate the potential of Smart City engineering a customized cohesive network to operate without interference to other Customer(s), (applicable charges may apply). (b) The use of any wireless device that interferes with the facility's 2.5 / 5.8 GHz wireless data frequency range is prohibited and subject to disconnection at the Customer expense.</li> <li>10. Unless otherwise directed, Smart City is authorized to cut floor coverings to permit installation of service.</li> <li>11. 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.</li> <li>12. To avoid additional charges, Floor Plans are due 5 days prior to move-in. ▶Orders received prior to the 1<sup>st</sup> day of show move-in should be installed 24 hours prior to show opening. ▶Late orders / changes received after show move-in has started will be installed after all other show orders are completed (additional fees may apply).</li> <li>13. <b>Network Security Declaration:</b> The Customer is responsible for providing a signed Network Security Declaration prior to Smart City activating Internet / Network Service(s) for each Customer.</li> <li>14. There will be a \$25 service charge for all returned checks.</li> </ol> | <ol style="list-style-type: none"> <li>15. <b>Internet Performance Disclaimer:</b> 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 backbone(s) beyond the Facility.</li> <li>16. <b>Internet Security Disclaimer:</b> 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 Customer to provide any necessary security. Customer is agreeing to hold Smart City; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.</li> <li>17. <b>Use of Network Connection:</b> (a) Services provided by Smart City are intended to facilitate communications between the Company's authorized users and the entities reachable through the 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 <b>shall not disrupt</b> 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</li> <li>18. <b>CANCELLATION</b> – There is a minimum \$150 or 10% Cancellation fee (whichever is greater). Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred processing, 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(s) installed and not used.</li> <li>19. Service problems must be reported to the Smart City. Service claims will not be considered unless filed in writing by Customer prior to close of show.</li> <li>20. <b>Any additional cost incurred by SMART CITY to:</b> 1) <b>assist in trouble diagnosis or problem resolution found not to be the fault of SMART CITY</b> or 2) <b>collect information required to complete the installation that customer fails to provide (i.e. floor plans or special circuit numbers) may be billed to the Customer at the prevailing rate.</b></li> <li>21. <b>Equipment Management:</b> (a) Hubs, Switches, wireless devices, and other Internet / Network rental equipment are normally delivered / reclaimed by Smart City. (b) The Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment to Smart City following close of the show.</li> <li>22. The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes / Tax surcharges will be included on your final bill. <b>Federal Tax ID is 65-0524748.</b></li> <li>23. A per line move fee starting at \$200 (Internet) may apply to relocate the line(s) after it is installed.</li> <li>24. Prices are based upon current rates and are subject to change without notice.</li> <li>25. Purchase Orders are not accepted as a form of payment but as a convenience can be referenced on your invoice upon prior written request.</li> <li>26. Any unpaid balance after close of show will incur a 1.5% / month service charge.</li> </ol> |
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(1) All Customer contracts and agreements are solely between SMART CITY and the prospective Customer; (2) SMART CITY is not the employee, agent or partner of the owner, operator and/or manager of the Facility; (3) The owner, operator and/or manager of the Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Customer, under any Customer Contract including without limitation, the obligation to provide any of the services covered by such Customer Contract; (4) No representations or warranties are being made by the owner, operator and/or manager of the Facility with respect to any Customer Contract or any Communications Services; (5) The right of the Customer to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the owner, operator and/or manager of the Facility will have no obligation to continue providing such service unless the owner, operator and/or manager of the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the Customer Contract are separate and independent from the provisions of the Customer's lease space in the building and shall not affect the Customer's obligations under such lease and without limiting the foregoing, in no event shall any default by SMART CITY under the Customer Contract or any failure with respect to any Communications Services have any effect on any Customer's obligations to the owner, operator and/or manager of the Facility under any lease or any other occupancy agreement between such Customer and the owner, operator and/or manager of the Facility.

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|---|---|
| <ol style="list-style-type: none"> <li>27. <b>A valid Credit Card number with signature MUST be on file regardless of payment method. For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.</b></li> <li>28. Smart City accepts payments in US dollars, Checks drawn on a US bank, Wire Transfers or the following Credit Cards: (Amex, MasterCard, Visa,). Make all checks payable to: <b>Smart City.</b></li> <li>29. Due to the cost of processing checks, any refunds due in the amount of \$10.00 or less will not be refunded except upon written request.</li> </ol> | <p><b>Mail or Fax Completed Orders with Payment and Floor Plan To</b></p> <p>SMART CITY<br/>                     5795 W. BADURA AVENUE, SUITE 110<br/>                     LAS VEGAS, NEVADA 89118<br/>                     (888) 446-6911 FAX (702) 943-6001</p> |
|---|---|

ORDER ON LINE: <https://www.smartcitynetworks.com/order/center.aspx?center=014>

\*\*\* Tipping is not permitted. Any request from personnel for gratuities should be reported to Management immediately. \*\*\*

# Network Security Declaration

Center: Indiana CC + Lucas Oil Stdm (014) - IN

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

Show: \_\_\_\_\_

Booth / Room #: \_\_\_\_\_

Customer / Ref #: 2013 - 014 -

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: \_\_\_\_\_

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 \_\_\_\_\_

# Floor Plan – Communications Cable

Center: Indiana CC + Lucas Oil Stdm (014) - IN

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

Show: \_\_\_\_\_

Booth / Room #: \_\_\_\_\_

Customer / Ref #: 2013 - 014 -

**Data communications cabling.** Smart City is the **exclusive installer** of 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 5 and 6), and all other data related cabling 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 (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).

Adjacent Booth or Aisle# \_\_\_\_\_


Adjacent Booth or Aisle# \_\_\_\_\_

**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.

**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.

