



Los Angeles Convention Center

2010

TELECOMMUNICATIONS SERVICE ORDER

Events Held: January 1 - December 31, 2010

EXHIBITOR SERVICES DIVISION
1201 SOUTH FIGUEROA STREET
LOS ANGELES, CA 90015
(213) 741-1151, EXT. 5470
FAX: (213) 765-4444
TDD: (213) 763-5080
Email: exhibitorservices@lacclink.com

NAME OF EVENT, EVENT DATE(S), BOOTH NUMBER(S), EXHIBITING FIRM/COMPANY, ON-SITE CONTACT NAME & NUMBER (PLEASE PRINT), ADDRESS, TELEPHONE AND EXTENSION, FAX, EMAIL, ORDER ONLINE AT: www.lacclink.com

PLEASE SEE BACK OF FORM FOR RATE DEFINITIONS AND INFORMATION AND CONDITIONS FOR SERVICES PROVIDED

(1) TYPE OF SERVICE

Table with columns: QTY, DISCOUNT, STANDARD, ON-SITE, AMOUNT. Rows include Single line, Multi Line, Modem Line, Dedicated Line, Dry Pair. Includes checkboxes for Local and Toll-Free calls.

(2) SPECIAL SERVICES AVAILABLE (Credit Card Information must be on-file)

Table with columns: QTY, DISCOUNT, STANDARD, ON-SITE, AMOUNT. Rows include Broadcasting ISDN BRI Line, Broadcasting ISDN Connection. Includes note about T-1 service.

(3) TELEPHONE INSTRUMENTS

Table with columns: QTY, DISCOUNT, STANDARD, ON-SITE, AMOUNT. Row includes Single Line Touch Tone Phone.

SERVICE LOCATION - For 10 X 10 in-line and peninsula booths, use the space below to indicate placement of service. Includes diagram of booth layout and 'FOR OFFICIAL USE ONLY' section with fields for Payment type, Amount, Date, Entered by, Date Received, and Discount Cut-Off Date.

Telecommunications Labor Rates: Technician/Technician Supervisor. Rates for ST (\$75/HR), OT (\$150/HR), NR (\$225/HR).

Straight Time (ST) hours are Monday - Friday (excluding holidays) 8:00 A.M. to 4:30 P.M. Overtime (OT) hours are 6:00 A.M. to 8:00 A.M. and 4:30 P.M. to 10:30 P.M. (Monday - Friday), and 6:00 A.M. to 10:30 P.M. on weekends and holidays. Night Rate (NR) hours are 10:30 P.M. to 6:00 A.M. 7 days a week. LABOR IS TO BE ORDERED AT LEAST 20 DAYS PRIOR TO THE FIRST MOVE-IN DAY.

By submitting this order, the parties requesting service acknowledges they have read and understand the Information and Conditions on the reverse side of this order form, and agree to the terms therein.

INFORMATION AND CONDITIONS

The Los Angeles Convention Center (LACC) is the exclusive provider of telecommunication services within its facilities. This includes all exhibit halls, meeting rooms, public areas, exterior areas, and parking lots/garages. All requirements for telecommunication services, whether originating or terminating in the LACC, must be arranged and coordinated with the LACC Client IT Services Division.

In providing the services requested in this order, neither the City of Los Angeles, nor its officers, employees, agents, contractors nor subcontractors shall be liable to Exhibitor for any damages, including special, incidental or consequential damages for loss, damage, or expense, directly or indirectly arising from Exhibitor's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the City of Los Angeles has been advised of the possibility of such damage or loss.

A. SERVICE ORDER REQUEST AND PAYMENT

1. This service order form MUST BE RECEIVED **with full payment or credit card payment** by the Discount Cut-Off Date established for the respective show. Discount dates are normally set twenty-one (21) days prior to first scheduled show day for the DISCOUNT to be applied. Check exhibitor manual for actual date.
2. Orders must be accurate and come with accurate floor plans denoting placement of services to qualify for the discount. All changes in service will be charged at the standard rate. All additional services ordered on-site will be subject to the on-site rate (see No. 3 below).
3. **All service orders received on or after the first move in day are subject to a 10% on-site charge.**
4. Booth number and location of telephone connection must be identified for processing of order.
5. Credit card authorization must be on file for long distance access and toll calls.
6. Long distance access will be unrestricted unless requested otherwise.
7. Credit cannot be given for service or equipment installed and not used.
8. All long distance calls are subject to applicable local, State and Federal taxes.
9. A final summary statement detailing calls and charges, including taxes, will be sent to addressee listed on this form.
10. A show directory will be prepared and distributed prior to show opening.
11. **Refunds will not be granted for service installed and deemed inoperative due to faulty Exhibitor equipment or off site service problem.**
12. A \$35.00 service fee will be charged for returned checks.

B. SERVICE INSTALLATION AND EQUIPMENT USE

1. Single Line Phones. Exhibitor may supply their own single line touch tone telephone, or
2. Single line phones purchased from the LACC shall become the property of the Exhibitor upon issuance. Telephones may be purchased at the LACC Exhibitor Services Desk.
3. Multi-Line Phones require a deposit of \$350 (minimum) for each multi-line unit, must be paid prior to issuance. Open credit card draft will be required for deposit. The Exhibitor will be responsible for the LACC telephone equipment while in Exhibitor's possession. Multi-line telephone headsets must be returned at the close of the exposition.
4. Material and equipment supplied by the LACC shall remain the property of the LACC.
5. Unless otherwise directed, LACC installing personnel are authorized to cut booth floor covering when required for installation of service.
6. A labor charge will be assessed for re-locating after initial installation has been completed.
7. Testing or troubleshooting Exhibitor equipment when requested to determine reason for inoperative service shall be done on a time and material basis.

C. TYPE OF SERVICE

SINGLE LINE – Basis service includes one voice line. PBX must dial 9 then dial number. Telephone not included. See B1 above.

MULTI-LINE TELEPHONE REQUIREMENTS – A multi-button, touch tone telephone set, provided a main number and more than one line on a single phone instrument.

TELEPHONE SETS SUPPLIED BY EXHIBITORS MUST BE TOUCH TONE AND MEET FCC REGULATIONS.

DEDICATED LINES AND DRY PAIR are for circuits only – The LACC Client IT Services Division is able to provide access to services for data and voice transmission. For additional information or service requirements, call (213) 765-4647.

TO GUARANTEE SERVICE FOR T1, ISDN, OR CATEGORY 5 CABLE INSTALLATION REQUIREMENTS, ORDER MUST BE PLACED WITH LACC NO LESS THAN 30 DAYS PRIOR TO SHOW.

THE LOS ANGELES CONVENTION CENTER IS A NON-SMOKING FACILITY