

INTERNET | TELEPHONE | ELECTRIC | PLUMBING

CHARLOTTE

CONVENTION CENTER

EXHIBITOR ORDERING GUIDE

YOUR ROADMAP TO
A SUCCESSFUL EVENT



Where TECHNOLOGY Meets HOSPITALITY

EXPERTISE

WE HAVE DESIGNED & INSTALLED
MORE NETWORKS
FOR MAJOR TRADESHOWS
THAN ANY OTHER ORGANIZATION

FIRST CLASS CUSTOMER SERVICE

Leading up to the start of your event, our **customer service team will work with you** to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures. We understand **there are a lot of moving parts** when planning to exhibit at a convention and our mission to make this process as easy as possible.

It's our goal to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping **ensure network reliability and the delivery of the services you need**. During move-in and show days, our team is available to assist you with your ordered services.

KNOWLEDGEABLE TECHNICAL SUPPORT

Our experienced technicians are **readily available** to perform troubleshooting, installation of additional services, relocations and much more.

Our team will be available **throughout the entire event** to provide you with the show experience you've always envisioned.

REDUNDANCY OF EQUIPMENT

We always have spares on-hand and are network ready. Smart City always keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we can replace it immediately with **little to no downtime**.

24/7 NETWORK MONITORING

All ports on the Smart City network are **polled every minute for network stability**. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.





Is the exclusive provider of the following services:

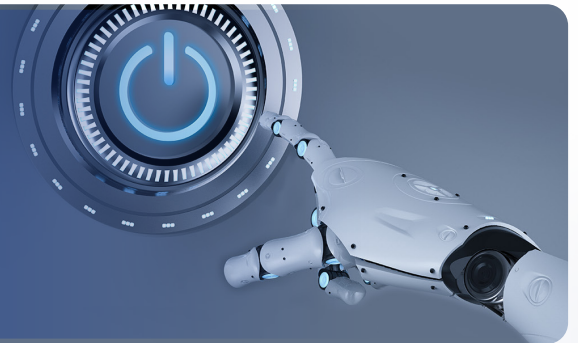
INTERNET



TELEPHONE



ELECTRICAL



PLUMBING



Need just a **BASIC** CONNECTION?

Our **BASIC INTERNET SERVICE**, ideal for
LIGHT INTERNET USAGE such as
web browsing and checking email via a wired connection.

SERVICE	INCENTIVE**	BASE	ON-SITE
Basic Internet	\$895	\$1,140	\$1,368
Additional Device	\$185	\$220	\$255
EQUIPMENT & LABOR	INCENTIVE**	BASE	ON-SITE
Switch Rental	\$157	\$191	\$230
Patch Cables	\$43	\$53	\$63
Labor (Floor Work)	\$106	\$106	\$106

***NOT FOR STREAMING**

****ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

Basic Internet Includes:

- 1.54 Mbps burstable to 3 Mbps per device
- Routers are not permitted on this service and will not work
- Each device includes (1) Private IP Address
- Up to 4 additional IPs [devices] may be purchased separately
- Ethernet RJ45 Hardline drop and is DHCP (plug and play)

To connect multiple devices to this service a Switch Rental, Patch Cables and Floor Work are required. If more than 5 devices are needed, another main drop (Basic Internet w/ 1 Private IP) is required. An additional 4 devices can then be added to your order. A maximum of 10 devices in one location is permitted.

ORDER NOW >



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

What if it's **MISSION CRITICAL?**

Our **DEDICATED WIRED SERVICES** are the
FASTEST AND MOST RELIABLE way
to deliver high quality experiences at your event.

DEDICATED SERVICES	STREAMING			INCENTIVE*	BASE	ON-SITE
	SD	or HD	or UHD			
3 Mbps Dedicated	1	N/A	N/A	\$2,971	\$3,715	\$4,457
6 Mbps Dedicated	2	1	N/A	\$5,015	\$6,269	\$7,523
10 Mbps Dedicated	3	2	N/A	\$6,673	\$8,339	\$10,006
15 Mbps Dedicated	5	3	N/A	\$9,945	\$12,436	\$14,923
25 Mbps Dedicated	6	4	1	\$19,250	\$24,060	\$28,872

***ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

Whether you are setting up your own booth Wi-Fi, Webcasting, HD Streaming, Gaming or require Point to Point connectivity, Dedicated Internet is the way to go!

Dedicated Services Include:

- Ethernet (1) RJ45 Hardline drop with VLAN
- Wireless and Hardline routers are permitted
- (5) Static Public IP addresses
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase

ORDER NOW 



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

NEED WIRELESS CONNECTIVITY?



Our **STANDARD HOTSPOT** provides
SIMPLE & SECURE WIRELESS
connectivity ideal for checking emails, browsing the web,
processing payments, and light website demonstrations.

STANDARD HOTSPOT PROVIDES 3 Mbps BURSTABLE TO 5 Mbps PER DEVICE*

DEVICE LIMIT	INCENTIVE**	BASE	ON-SITE
5 Device Limit	\$2,339	\$2,807	\$3,368
15 Device Limit	\$4,133	\$4,960	\$5,952
30 Device Limit	\$6,762	\$8,114	\$9,737
Additional Access Point Rental	\$750	\$750	\$750

* **NOT FOR STREAMING.**

** **ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

ORDER NOW >



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911



orders.smartcitynetworks.com/wifi-splash-page-design

WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

Our **PREMIUM HOTSPOT** combines
HIGH BANDWIDTH WIRELESS
with greater flexibility and customization options that generate smoother product demos, quicker remote connectivity and superior video streaming quality.

PREMIUM HOTSPOTS ARE NOT RATE LIMITED PER DEVICE

BANDWIDTH ALLOCATION	STREAMING			INCENTIVE *	BASE	ON-SITE
	SD	or HD	or UHD			
10 Mbps	3	N/A	N/A	\$8,800	\$10,560	\$12,672
20 Mbps	6	4	N/A	\$16,600	\$19,920	\$23,904
30 Mbps	10	6	1	\$24,200	\$29,040	\$34,848
40 Mbps	13	8	1	\$31,550	\$37,860	\$45,434
50 Mbps	16	10	2	\$39,050	\$46,860	\$56,232
Additional Access Point Rental	N/A	N/A	N/A	\$750	\$750	\$750

*** ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

ORDER NOW 



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911



orders.smartcitynetworks.com/wifi-splash-page-design

NEED TELEPHONE OR CONFERENCE SERVICES?

Our **TELEPHONE SERVICES** provide reliable **VOICE SERVICE** solutions for Single Line, Multi Line, and Conference calls.

VOICE SERVICES	INCENTIVE*	BASE	ON-SITE
Single Line Telephone - With or Without Device	\$234	\$293	\$352
Multi Line Telephone	\$353	\$442	\$530
Polycom Speaker Phone	\$395	\$489	\$587

*** ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

We have specialized in telephone services for over 30 years. Smart City provides reliable phone services with crystal clear connections. Our telephone services can be used for reception check-in, conference calls in meeting rooms and for credit card processing machines.

Telephone Service Information:

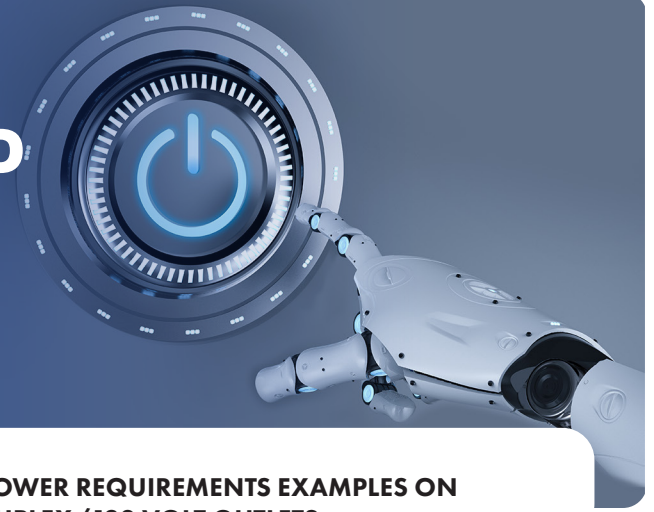
- Multi Line telephones include (1) Main number and (1) rollover line
- Polycom speakerphones require power source, **electrical** services may need to be ordered separately
- Domestic Long Distance is included
- International calling is billed separately

ORDER NOW >



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

READY TO POWER UP YOUR EXPERIENCE?



120 VOLT DUPLEX OUTLETS	INCENTIVE*	BASE
5 AMP Service (600 Watt)	\$87	\$118
10 AMP Service (1200 Watt)	\$112	\$147
20 AMP Service (2400 Watt)	\$140	\$196
208 VOLT SERVICES	INCENTIVE*	BASE
208 VAC, 20 AMP, Single Phase	\$218	\$325
208 VAC, 30 AMP, Single Phase	\$269	\$397
208 VAC, 50 AMP, Single Phase	\$364	\$532
208 VAC, 70 AMP, Single Phase	\$482	\$694
208 VAC, 100 AMP, Single Phase	\$588	\$840
208 VAC, 200 AMP, Single Phase	\$896	\$1,344
208 VAC, 400 AMP, Single Phase	\$1,915	\$2,643
208 VOLT SERVICES	INCENTIVE*	BASE
208 VAC, 20 AMP, Three Phase	\$308	\$426
208 VAC, 30 AMP, Three Phase	\$403	\$571
208 VAC, 50 AMP, Three Phase	\$571	\$853
208 VAC, 70 AMP, Three Phase	\$728	\$1,092
208 VAC, 100 AMP, Three Phase	\$1,002	\$1,355
208 VAC, 200 AMP, Three Phase	\$1,456	\$2,061
208 VAC, 400 AMP, Three Phase	\$3,024	\$4,032
408 VOLT SERVICES	INCENTIVE*	BASE
480 VAC, 20 AMP, Three Phase	\$543	\$801
480 VAC, 30 AMP, Three Phase	\$728	\$1,092
480 VAC, 50 AMP, Three Phase	\$1,131	\$1,658
480 VAC, 70 AMP, Three Phase	\$1,540	\$2,296
480 VAC, 100 AMP, Three Phase	\$1,960	\$2,867

POWER REQUIREMENTS EXAMPLES ON DUPLEX/120 VOLT OUTLETS

Blender	375 Watts
Cash Register	500 Watts
Coffee Pot, Standard	600-1000 Watts
Coffee Pot, Large	1500-2000 Watts
Computer, Laptop	300-500 Watts
Computer, Desktop	500-750 Watts
Computer Monitor, Reg.....	200 Watts
Computer Monitor, Flat.....	250-500 Watts
Crock Pot	1000-1500 Watts
Hotplate, Single Element...	1000 Watts
Hotplate, Dual Element.....	2000 Watts
Lighting, Halogen.....	100-500 Watts, Per Bulb
Lighting, Conventional.....	60-250 Watts, Per Bulb
Popcorn Maker, Small.....	1000 Watts
Popcorn Maker, Large.....	1500-2000 Watts
Printer, Ink Jet.....	750-1000 Watts
Printer, Laser	1500-2000 Watts
Toaster.....	1500 Watts
TV, Standard.....	200-500 Watts
TV, LCD	500-1000 Watts
TV, Plasma	1000-1500 Watts

***ORDER 14 DAYS PRIOR TO FIRST DAY OF
MOVE-IN TO GET THE INCENTIVE RATE!**

ORDER NOW >



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911



ARE PLUMBING SERVICES AVAILABLE?



Our **PLUMBING SERVICES** provide reliable **WATER SERVICES** for sinks, pools or spas.

WATER AND DRAINAGE	INCENTIVE *	BASE
1/2" Line, First Connection	\$186	\$230
1/2" Line, Additional Connection	\$138	\$168
DRAINAGE	INCENTIVE *	BASE
3/4" Drain Line, First Connection	\$144	\$179
3/4" Drain Line, Additional Connection	\$104	\$115
FILL AND DRAIN	INCENTIVE *	BASE
First 500 Gallon Unit	\$193	\$259
Each Additional, 500 Gallon Unit	\$161	\$207
Each Additional 500 Gallons	\$42	\$54
<i>Fill and Drain one time only, labor charges apply for additional fills.</i>		
RENTABLE ITEMS	INCENTIVE *	BASE
30 Gallon Water Heater	\$372	\$552
Single Utility Sink	\$374	\$542

*** ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

ORDER NOW



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911



DO WE OFFER COMPRESSED AIR?

Our **PLUMBING SERVICES** provide reliable **COMPRESSED AIR** for Pneumatic Tools, Machinery and Robotics.

COMPRESSED AIR [90-100 PSI]	INCENTIVE*	BASE
1/2" Compressed Air, First Connection	\$193	\$259
1/2" Compressed Air, Additional Connection	\$144	\$179
3/4" Compressed Air, First Connection	\$284	\$307
3/4" Compressed Air, Additional Connection	\$270	\$299
1" Compressed Air, First Connection	\$379	\$410
1" Compressed Air, Additional Connection	\$316	\$339
Special requirements, call for quote.		

*** ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

ORDER NOW



Order online at:
<https://orders.smartcitynetworks.com>
or call 888.446.6911



FAQ

Frequently Asked Questions

DOES SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI?

Yes! Smart City Networks provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to approximately 30 million guests, visitors, and attendees at our convention centers throughout the country. There is no requirement to purchase a Smart City Networks service in order to take advantage of the complimentary Wi-Fi.

WHY DOESN'T SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI IN THE EXHIBIT HALLS?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

WILL MY PERSONAL HOTSPOT (MI-FI) WORK IN YOUR BUILDING?

Yes – however, the capability of your personal mobile hotspot is limited by your cellular carrier by the spectrum and Internet bandwidth capacity they have made available. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). It is important to remember that your personal mobile hotspot is obtaining a wireless signal from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network. In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or if you choose, you can purchase an upgraded package based on your service requirements.

WHAT MUST BE IDENTIFIED ON MY FLOORPLANS?

Floor plans should include the surrounding booth numbers for orientation, measurements and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables. Please reference Smart City's Communications Floorplan Worksheet.

TIP: Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floorplan prior to the first day show move-in to avoid any additional labor charges.



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

DO YOU OFFER INCENTIVE RATES?

Yes! Orders received along with payment by the incentive deadline date will receive our early incentive pricing.

WHY ARE ROUTERS NOT ALLOWED ON A SHARED NETWORK?

Many times, Smart City has found that routers on a shared network are installed incorrectly, which can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

CAN I PROVIDE MY OWN SWITCH AND/OR CABLING?

Yes, you can provide your own switch and patch cables for in booth cabling. Unless otherwise mandated by the venue.

Please Note: Connectivity can be guaranteed only to the point where Smart City Networks' services originate in the booth. Smart City Networks cannot guarantee service on customer/exhibitor-provided cable(s) and/or equipment. Any request for trouble diagnosis or problem resolution found not to be the fault of Smart City Networks (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

HOW MUCH BANDWIDTH DO I NEED?

To identify how much bandwidth you should require, please reach out to a technical representative in your organization, review your program specifications listed with any demonstrations or downloads you plan to run.

WHAT DOES SD, HD, AND UHD STAND FOR?

SD, HD, and UHD are the abbreviated names of three video streaming formats. The basic difference between each of the formats is the number of pixels comprising the video image. The greater the pixel count the sharper and more detailed your video will be.

FORMAT	RESOLUTION	BANDWIDTH REQUIRED
Standard Definition (SD)	720x480	3.0-5.0 Mbps
High Definition (HD)	1280x720 & 1920x1080	5.0-8.0 Mbps
Ultra High Definition (UHD)	3840x2160	25 Mbps

ELECTRICAL SERVICES ORDER FORM



Effective January 1, 2022 - December 31, 2022

Electrical Rules & Regulations

01. Wall, column and permanent building utility outlets are not part of booth space and are not to be used by media organizations or the exposition services provider unless specified otherwise. Electrical panels or other equipment in column recesses may not be blocked at any time.
02. All equipment regardless of source of power must meet federal, state and local safety codes. The Convention Center reserves the right to refuse electrical connection of equipment based on safety.
03. Claims will not be considered unless filed by exhibitors prior to close of show.
04. Prices are based on current wage rates and are subject to change without notice.
05. All equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc. The Convention Center will not be responsible for power failure or voltage fluctuation.
06. All material and equipment furnished by the Convention Center for electrical service orders shall remain the Convention Center's property and shall be removed only by Convention Center personnel at the close of the show.
07. Convention Center electricians are authorized to cut floor coverings, to permit installation of service and to maintain floor pit systems. No exceptions will be made in this area. Failure to comply may result in loss of service order. Workspace layouts are prepared by convention management or media organizations, not the Convention Center.
08. All media-provided electrical cords must be of the three-wire grounding type, suitable for installation. "Zip" cord or Romex are not allowed. All exposed non-current carrying metal parts of fixed equipment, which may become energized, shall be grounded.
09. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner and do not include connecting equipment or special wiring. All work performed within the booth will be charged on a time and material basis.
10. Advance orders must be received a minimum of 14 days prior to 1st day of show move-in date.
11. Payment must accompany order. No exceptions please. Notice of cancellation must be received prior to scheduled move-in in order to receive credit. Credit will not be given for services installed and not used.
12. Lighting levels for move-in and move-out will be at 50 percent. Exhibit halls are not air conditioned during move-in and move-out.
13. Media organizations are not allowed access to floor pits at any time.
14. Floor rate prices apply to orders received after the due date (14 days prior to 1st day of show move-in date). The Convention Center does not guarantee service prior to show opening for late orders. All requirements exceeding the rate schedule must be priced and approved by the Convention Center prior to ordering.
15. Power will not be installed until payment is received. No expectations.
16. Motor and equipment prices are for ordered power sources only. Hook-ups are not included. No receptacles of any kind are provided by the Convention Center. Media organizations may supply their own receptacles. Labor for electrical work on equipment, including repairs, tracing malfunctions, fishing cable under carpet, and hook-ups provided by Convention Center electricians, will be charged at the prevailing rate (\$85.00 per hour, one hour minimum). If floor plans are received in advance (14 days prior to 1st day of show move-in date), every attempt will be made to work with the decorator to install cable under the carpet.
17. Exhibitor technicians are permitted to perform all electrical work inside booths, including hook-ups, to ordered power sources. All work must conform to national and local codes and is subject to inspection by Convention Center personnel.
18. Labor rates are based on nine hour days, typically from 7:30 a.m. to 5 p.m. Booth labor will be charged an overtime rate after 5 p.m. at the rate of 1.5 times the normal rate.
19. Larger lights such as Leiko lights can be ordered from the Convention Center's preferred in-house audio visual production contractor. For information on services and pricing call 704.339.6180.
20. All power 100 amps and below are typically brought to booths through the floor pit system, located 30 feet on center throughout exhibit halls. Air and water lines are not directed from overhead.
21. The Convention Center's power is 120/208 or 277/480 volts, three phase, five wire wye. Other voltages are not available unless step-up or step-down transformers are provided by the licensee. Rates run the duration of the show. Power, air and water are available 24 hours.
22. Will you require a Convention Center electrician?
☐ YES ☐ NO

QUANTITY	DESCRIPTION	ADVANCED RATE	FLOOR RATE	TOTALS
_____	POWER STRIP (NO POWER)	-	\$35.00	_____
_____	EXTENSION CORD (NO POWER)	-	\$35.00	_____
120 VOLT LIGHTING AND UTILITY (DUPLEX) OUTLETS				
_____	5 AMP (600 WATT)	\$87.00	\$118.00	_____
_____	10 AMP (1200 WATT)	\$112.00	\$147.00	_____
_____	20 AMP (2400 WATT)	\$140.00	\$196.00	_____
MOTOR AND EQUIPMENT SCHEDULE				
208 VOLT SINGLE PHASE*				
_____	0 TO 20 AMPS	\$218.00	\$325.00	_____
_____	21 TO 30 AMPS	\$269.00	\$397.00	_____
_____	31 TO 50 AMPS	\$364.00	\$532.00	_____
_____	51 TO 70 AMPS	\$482.00	\$694.00	_____
_____	71 TO 100 AMPS	\$588.00	\$840.00	_____
208 VOLT THREE PHASE*				
_____	0 TO 20 AMPS	\$308.00	\$426.00	_____
_____	21 TO 30 AMPS	\$403.00	\$571.00	_____
_____	31 TO 50 AMPS	\$571.00	\$853.00	_____
_____	51 TO 70 AMPS	\$728.00	\$1,092.00	_____
_____	71 TO 100 AMPS	\$1,002.00	\$1,355.00	_____
480 VOLT THREE PHASE*				
_____	0 TO 20 AMPS	\$543.00	\$801.00	_____
_____	21 TO 30 AMPS	\$728.00	\$1,092.00	_____
_____	31 TO 50 AMPS	\$1,131.00	\$1,658.00	_____
_____	51 TO 70 AMPS	\$1,540.00	\$2,296.00	_____
_____	71 TO 100 AMPS	\$1,960.00	\$2,867.00	_____
SERVICE DROPS				
_____	208 VOLT, 200 AMPS, SINGLE-PHASE	\$896.00	\$1,344.00	_____
_____	208 VOLT, 200 AMPS, THREE-PHASE	\$1,456.00	\$2,061.00	_____
_____	208 VOLT, 400 AMPS, SINGLE-PHASE	\$1,915.00	\$2,643.00	_____
_____	208 VOLT, 400 AMPS, THREE-PHASE	\$3,024.00	\$4,032.00	_____
* FOR DIRECT TIE IN ONLY. NO RECEPTACLES PROVIDED.			SUBTOTAL	_____
* UTILITY CHARGES ARE BASED ON ESTIMATED NEEDS AT THE TIME OF ORDER. OVER/UNDER PAYMENTS OF LESS THAN \$5.00 WILL BE WRITTEN OFF AT THE CONCLUSION OF THE EVENT.			RENTALS	_____
			TOTAL CHARGES	_____

Please Print

Name of Event _____

Event Date _____ Booth No. _____

Company Name _____

Contact _____

Telephone _____

Fax _____

Email Address _____

Address _____

City _____

State _____ Zip _____

Authorized by _____

Print Name _____

Date _____

Charlotte Convention Center Exhibit Floor Service Desk during event: 704.339.6700

Orders must be received with payment 14 days prior to 1st day of show move-in to be eligible for advanced rate.

NOTE: Before any additional work can be performed, a credit card number must be on file. Under no circumstances can power be resold by show management, production companies, show's general contractor or exhibitors.

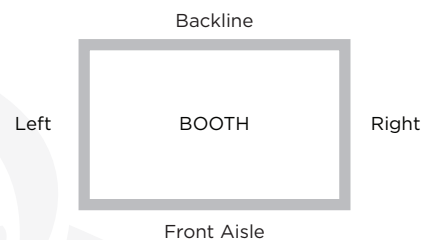
Please use the diagram on the right to indicate the desired locations for utility service orders.

Make checks payable to:
Charlotte Convention Center
c/o Smart City Networks
5795 W. Badura Ave., Suite #110
Las Vegas, NV 89118

Order Verification:
888.446.6911

Technical Questions:
704.339.6700

Fax orders:
702-943-6001



Online Orders:
orders.smartcitynetworks.com

Email Orders to:
customerservice@smartcitynetworks.com

When your order is processed, you will receive an email with a link to Smart City Networks payment portal.

PLUMBING SERVICES ORDER FORM



Effective January 1, 2022 - December 31, 2022

Plumbing Rules & Regulations

01. Wall, column and permanent building utility outlets are not part of booth space and are not to be used by exhibitors or decorators unless specified otherwise. Equipment in column recesses may not be blocked at any time. Under no circumstances shall anyone other than "house personnel" make service connections or disconnects.
02. All equipment must meet federal, state and local safety codes. The Convention Center reserves the right to refuse plumbing connection of equipment based on safety. PVC is not an approved method of air distribution within this facility.
03. Claims will not be considered unless led by exhibitors prior to close of show.
04. Prices are based on current wage rates and are subject to change without notice.
05. All equipment must be properly tagged with complete information as to volume, size and PSI requirements.
06. All material and equipment furnished by the Convention Center for plumbing service orders shall remain the Convention Center's property (unless purchased as part of the service order) and shall be removed only by Convention Center personnel at the close of the show.
07. Compressed air will be turned on one hour prior to show opening time and turned off at show closing time daily, unless other arrangements are made in advance.
08. Convention Center plumbers are authorized to cut exhibitor or decorator floor coverings to permit installation of service and to maintain floor pit systems. No exceptions will be made in this area. Failure to comply may result in loss of service order. Booth layouts are prepared by show management or decorators, not the Convention Center.
09. Service outlet size will be determined by volume required.
10. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner and do not include connecting equipment or special work. All work performed within the booth will be charged on a time and material basis.
11. Advance orders must be received a minimum of 14 days prior to 1st day of show move-in date.
12. Payment must accompany order. No exceptions please. Notice of cancellation must be received prior to scheduled move-in in order to receive credit. Credit will not be given for services installed and not used.
13. A separate connection fee will be paid for each piece of equipment using connected service, connected direct or otherwise.
14. It is recommended that exhibitors provide a filter separator or dryer for all equipment requiring airlines. The Convention Center will not be responsible for moisture or water in airlines.
15. If air and water pressure is critical, it is recommended that exhibitors supply a pressure regulator. The Convention Center does not guarantee minimum and maximum pressure.
16. Floor rate prices apply to orders received after the due date (14 days prior to 1st day of show move in-date). The Convention Center does not guarantee service prior to show opening for late orders. All requirements exceeding the rate schedule must be priced and approved by the Convention Center prior to ordering.
17. Plumbing will not be installed until payment is received. No exceptions.
18. Plumbing prices are for ordered air or water sources only. Hook-ups are not included. Labor for plumbing work on equipment, including repairs, tracing malfunctions, fishing air and water lines under carpet, and hook-ups provided by Convention Center plumbers, will be charged at the prevailing rate (\$85.00 per hour, one hour minimum). If floor plans are received in advance (14 days prior to 1st day of show move-in date) every attempt will be made to work with the decorator to install lines under carpet.
19. Exhibitor technicians are permitted to perform all plumbing work inside booths, including hook-ups, to ordered plumbing sources. All work must conform to national and local codes, and is subject to inspection by Convention Center personnel.
20. Labor rates are based on nine (9) hour days, typically from 7:30 a.m. to 5 p.m. Booth labor will be charged an overtime rate after 5 p.m. at the rate of 1.5 times the normal rate.
21. Please consult with the Convention Center on air and water layouts, as these lines are round and create a bulge in the carpet. In most cases they may be routed around the perimeter of the booth line and out of high traffic areas.
22. Air and water lines are not directed from overhead.
23. Rates run the duration of the show. Power, air and water are available 24 hours.
24. Will you require a Convention Center plumber?

☐ YES ☐ NO

QUANTITY	DESCRIPTION	ADVANCED RATE	FLOOR RATE	TOTALS
COMPRESSED AIR (90 - 100 PSI)				
_____	1 CONNECTION 1/2	\$193.00	\$259.00	_____
_____	EACH ADDITIONAL	\$144.00	\$179.00	_____
_____	1 CONNECTION 3/4	\$284.00	\$307.00	_____
_____	EACH ADDITIONAL	\$270.00	\$299.00	_____
_____	1 CONNECTION 1	\$379.00	\$410.00	_____
_____	EACH ADDITIONAL	\$316.00	\$339.00	_____
WATER AND DRAINAGE 1/2" LINE				
_____	1 CONNECTION	\$186.00	\$230.00	_____
_____	EACH ADDITIONAL	\$138.00	\$168.00	_____
DRAINAGE 3/4" LINE				
_____	1 CONNECTION	\$144.00	\$179.00	_____
_____	EACH ADDITIONAL	\$104.00	\$115.00	_____
ONE TIME FILL AND DRAIN WATER ONLY				
_____	FIRST 500 GALLON UNIT	\$193.00	\$259.00	_____
_____	EACH ADDITIONAL UNIT	\$161.00	\$207.00	_____
_____	EACH ADDITIONAL 500 GALLONS	\$42.00	\$54.00	_____
_____	30 GALLON WATER HEATER	\$372.00	\$552.00	_____
_____	SINGLE UTILITY SINK	\$374.00	\$542.00	_____

* FOR DIRECT TIE IN ONLY. NO RECEPTACLES PROVIDED.

* UTILITY CHARGES ARE BASED ON ESTIMATED NEEDS AT THE TIME OF ORDER. OVER/UNDER PAYMENTS OF LESS THAN \$5.00 WILL BE WRITTEN OFF AT THE CONCLUSION OF THE EVENT.

CONVENTION CENTER QUOTE _____

SUBTOTAL _____

TOTAL CHARGES _____

NOTES: No chemicals of any kind are to be dumped into the Charlotte Convention Center's drainage system. Exhibitors and/or decorators are responsible for the removal of all liquids other than water. Water service must be ordered for coolants, which are mixed on the show floor, if not ordered as part of booth service. Please contact the Convention Center for pricing on any service not listed in the service order form. All materials used for the connection of an exhibitor's equipment are purchased by and become the property of the exhibitor. Exhibitors are responsible for air dryers and/or water separators for the protection of their equipment. The Convention Center does not guarantee that airlines do not contain moisture or water.

Please Print

Name of Event _____

Event Date _____ Booth No. _____

Company Name _____

Contact _____

Telephone _____

Fax _____

Email Address _____

Address _____

City _____

State _____ Zip _____

Authorized by _____

Print Name _____

Date _____

Charlotte Convention Center Exhibit Floor Service Desk during event: 704.339.6700

Orders must be received with payment 14 days prior to 1st day of show move-in to be eligible for advanced rate.

NOTE: Before any additional work can be performed, a credit card number must be on file. Under no circumstances can power be resold by show management, production companies, show's general contractor or exhibitors.

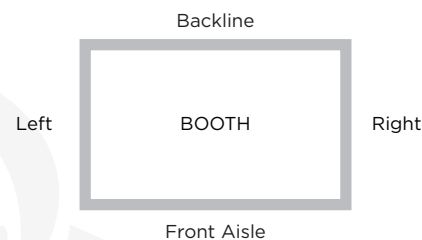
Please use the diagram on the right to indicate the desired locations for utility service orders.

Make checks payable to:
Charlotte Convention Center
c/o Smart City Networks
5795 W. Badura Ave., Suite #110
Las Vegas, NV 89118

Order Verification:
888.446.6911

Technical Questions:
704.339.6700

Fax orders:
702-943-6001



Online Orders:
orders.smartcitynetworks.com

Email Orders to:
customerservice@smartcitynetworks.com

When your order is processed, you will receive an email with a link to Smart City Networks payment portal.

"UTILITIES" FLOORPLAN WORKSHEET

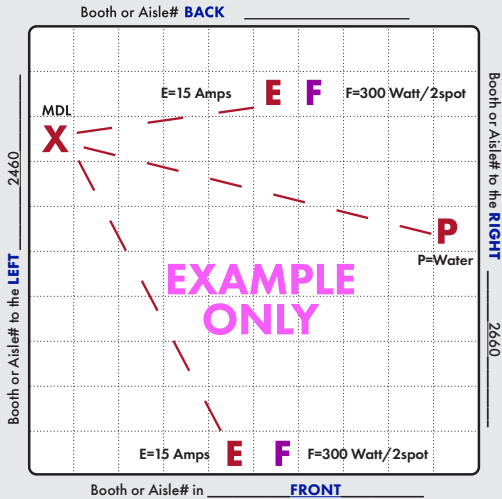
Company Name:

Show:

Booth/Room #:

Center: **Charlotte Convention Center**

Customer / Ref #:



SPECIFY YOUR DESIRED LOCATION OF SERVICES

X = MAIN DISTRIBUTION LOCATION (MDL)

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

E = ELECTRICAL POWER

Example: "E-10 Amps"

F = FLOOD LIGHTS

Example: "F-300 Watt/2 Spot"

P = PLUMBING

Example: "P-Water",
"P-Compressed Air"

For Smart City to perform your floor work, you will need to indicate the location of each item you want installed. Make sure and order your floor work, flood lights and materials early and in advance of the show moving in.

IMPORTANT! Prior to installation of service, a complete Floorplan is required. Please utilize this grid should you not have your own Floorplan to send us. Submit a Floorplan for each service group (Electrical, Plumbing, etc) or combine all on one Floorplan. For a Floorplan to be considered complete it must include all the information listed below (Main drop "MDL", designated location of items within the booth, surrounding booths, scale-length and width). Smart City is the exclusive installer of Electrical, Plumbing, etc.

Rates include bringing services to the rear of standard booth or to the nearest floor port inside an island booth. Specific location requests and services greater than 100 Amps will incur additional charges. **All work performed within booth to place services in other locations will be charged on a time and material basis. A connect and disconnect fee will be incurred for all connected services, whether connected direct or otherwise.**

Booth Orientation: For Smart City to accurately install services a minimum of one surrounding Booth or Aisle # is required, two or more is best.

BOOTH SIZE _____ ft x _____ ft

SCALE: 1 BOX IS = TO _____ ft

BOOTH TYPE ☐ Island ☐ Inline

Booth or Aisle# **BACK** _____

Booth or Aisle# to the **LEFT** _____

Booth or Aisle# to the **RIGHT** _____

Booth or Aisle# in **FRONT** _____



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Order online at: orders.smartcitynetworks.com

Or fax order to (702) 943-6001

ON-SITE WIRELESS SERVICES

CHARLOTTE CONVENTION CENTER

NEED WIRELESS CONNECTIVITY?

Smart City Networks offers on-site wireless services for both attendees and exhibitors. Our **Complimentary Internet** is offered free of charge and is available in all public spaces and meeting rooms. Our **Exhibitor Internet** is available facility-wide on a 5 GHz wireless network, at speeds of 3 Mbps up/down per device. Depending on where you are in the facility, you may see both SSIDs (network names), but only **Exhibitor Internet** is supported in all areas.

**Internet access is available on one unique device, per purchase.*

EXHIBITOR INTERNET

Our Exhibitor Internet is available throughout the facility at speeds of 3 Mbps up/down. Broadcasted on 5 GHz wireless frequency only. Each purchase is device specific.

*** 1 day for \$79.99**
3 days for \$227.97
5 days for \$359.95

COMPLIMENTARY INTERNET

Our Complimentary Internet is a free service and is available in all public spaces and meeting rooms.

For questions regarding on-site wireless services, please call Smart City Networks at 704-339-6700. To order any other services we provide, please visit us online at: orders.smartcitynetworks.com.



WIRELESS PERFORMANCE AGREEMENT

Company Name:	Show:	Booth/Room #:
Center: Charlotte Convention Center	Customer / Ref #:	

OVERVIEW

Smart City is the exclusive provider for wired and wireless services for the Facility and has in operation a comprehensive wireless 802.11 network. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time dependent upon the type of service purchased. Router, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. Smart City can engineer custom dedicated network(s) to achieve your company objectives. Please contact us at (888) 446-6911 to discuss your network design.

CUSTOM WIRELESS NETWORKS

If you require wireless 5 GHz access for application demonstrations, Smart City is able to build a custom 5 GHz wireless network in your booth. Please call Smart City at (888) 446-6911 for a custom wireless quote.

INTERNAL NETWORKS

Smart City is the exclusive provider of all voice, wired and wireless data services. Wireless Devices not authorized by Smart City are strictly prohibited. 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 Wireless Engineering Management Fee). Please provide Smart City with the make and model of your wireless router for network approval (wireless access points without adjustable power outputs cannot be authorized under any circumstances). Wireless devices need to be programmed on-site following Smart City guidelines.

CUSTOMER ACCEPTANCE

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 does NOT recommend wireless service for mission critical services such as presentations or product demonstrations that can accept a wired connection. 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. Upon receipt of the completed Smart City Contract, Smart City Services will be activated / available for your use.

Printed Name: _____ Signature: _____ Date: _____

Title: _____ Email: _____ Phone #: _____



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"COMMUNICATIONS" FLOORPLAN WORKSHEET

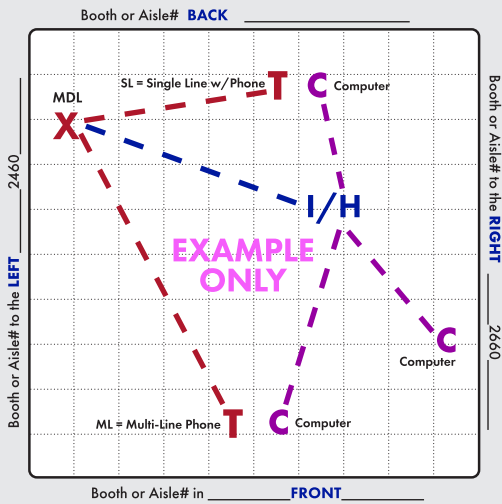
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Show:

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T = TELEPHONE/FAX

I = INTERNET SERVICE

H = HUBS

PC = PATCH CABLES

C = COMPUTERS

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.

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 Floorplan is required.

Please utilize this grid should you not have your own Floorplan to send us. You may use a different Floorplan for each service group (Telephone, Internet, etc.) or combine all services on one Floorplan. For a Floorplan 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).

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