

# Utility Service Order Terms & Conditions

- 1) PREPAID ORDERS: To receive prepaid rate, orders must be received a minimum of 5 business days prior to first scheduled Move-In day.
- 2) CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:
  - a) Payment, in full, in U.S. funds must accompany service order form.
  - b) Payment may be made by credit card or check in advance.
  - c) Date payment is received by Prime Osborn Convention Center will determine applicable rate.
  - d) All order form information must be completed in full in order to be processed. Incomplete order forms could result in processing delay resulting in slow service installation.
  - e) No service will be installed until full payment is received. Receipts are available for pre-ordered connections at the Service Desk during Move-In.
  - f) Cancellations:
    - Refunds will be computed as follows:
      - (1) After installation – NO REFUND.
      - (2) Before installation, but 6 business days or less prior to first scheduled Move-In day – 85% REFUND.
      - (3) Before installation and more than 6 business days prior to first scheduled Move-In day – FULL REFUND.
- 3) Prices are based upon current rates and subject to change without notice.
- 4) All orders placed or paid for at Move-In will be charged at Floor Order Rates. NO EXCEPTIONS.
- 5) Applicable refunds will be processed approximately two weeks after show close.
- 6) All connections provided are subject to verification by Prime Osborn Convention Center technicians. Exhibitors utilizing service greater than connections paid for will be subject to charge. All such charges are due prior to close of show.
- 7) All payments must be complete prior to close of first day of show. Any exhibitor not paid is subject to termination of utility connections.
- 8) Credit will not be given for service installed and not used.
- 9) Obstructions blocking utility floor boxes are subject to relocation as necessary.
- 10) Prepaid orders will receive priority service.
- 11) Prime Osborn Convention Center technicians are authorized to cut floor coverings to permit installation of service unless otherwise directed.
- 12) Electrical labor must be ordered in advance in order to have technicians available when needed (2-hour minimum charge is required).
- 13) All equipment, regardless of power source, must comply with all Federal, State, and Local Safety Codes.
- 14) Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
- 15) All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, etc. required.
- 16) All materials and equipment furnished by the Prime Osborn Convention Center for this service order shall remain the property of the Prime Osborn Convention Center and shall be removed only by the Prime Osborn Convention Center at the close of the show. Exhibitors removing such equipment will be charged at prevailing replacement rates.
- 17) All exhibitor 120-volt cords must be of the 3-wire grounded type. All exposed non-current carrying metal parts of fixed equipment which are liable to be energized must be grounded.
- 18) The Prime Osborn Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by Prime Osborn Convention Center's Technical Supervisors.
- 19) Exhibitors are not permitted to share electrical connections. All orders must be placed separately.
- 20) Prices for utilities are inclusive of all applicable taxes.



# Telecommunication Services Request

Event Services  
 1000 Water Street,  
 Jacksonville, FL 32204  
 Office: (904) 630-4010  
 Fax: (904) 630-4029  
 Email: nancyth@smgjax.com

Effective: Events after 10-1-18 to 9-30-19

**Customer Information:**

Event Name: \_\_\_\_\_ Event Dates: \_\_\_\_\_

Exhibitor/Company: \_\_\_\_\_ Booth #: \_\_\_\_\_ Fax: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

**Payment Information:**

Credit Card:  Amex  Visa/MC  Discovery CC#: \_\_\_\_\_ Exp. Date: \_\_\_\_/\_\_\_\_

**Prices include all applicable tax. Please make checks payable to: SMG**

**Equipment & Service Requirements**

<u>Quantity</u>	<u>Description</u>	<u>Advance Order</u>	<u>Floor Order</u>	<u>Amount</u>
_____	Standard Line with Instrument	\$ 150.00	\$ 175.00	\$ -
_____	Standard Line without Instrument	\$ 125.00	\$ 170.00	\$ -
_____	Dry Pair	\$ 225.00	\$ 350.00	\$ -
_____	Long Distance Access, per line	\$ 69.00	\$ 69.00	\$ -
_____	Digital Multi-line telephone with 2 lines	\$ 240.00	\$ 355.00	\$ -
_____	Each additional line	\$ 30.00	\$ 50.00	\$ -
_____	Wireless Internet (per day)	\$ 20.00	\$ 20.00	\$ -
_____	High Speed Internet Service, up to 1 wk* (for 1 unit, user name & password available from Service upon check-in)	\$ 350.00	n/a	\$ -
_____	High Speed Internet Service, add'l unit; total of 4 add'l units available to the hub	\$ 50.00	n/a	\$ -

**Wireless connectivity for computers is available at the Service Desk.  
 Please inquire on-site for rates, user name & password assignment.**

**Technician Labor, Per Hour (2-Hour Minimum)**

<u>Quantity</u>	<u>Description</u>	<u>Advance Order</u>	<u>Floor Order</u>	<u>24-hr. Svc, add 50%</u>	<u>Amount</u>
_____	For Required Stand-by, special Connects & Disconnects, etc.	\$ 52.00	\$ 69.00	_____	\$ -

Acceptance of this Service Request is subject to the Terms and Conditions listed above. For Advance Order Rate qualification, please see Item #1. Connectivity in excess of order is subject to an additional expense to match service level, due and payable at the Service Desk prior to close of first event day.

<b>Total</b>	<b>\$ -</b>
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