

# UTILITIES ORDER FORM

Updated 7-20

Payment can only be made by a company, cashier's, or certified check, cash, Visa, MasterCard, or American Express. Service provided upon payment receipt.

Ordering, Payments, and Receipts: 919-996-8515  
 Technical Questions (Air, Water, Power): 919-830-3718  
 IT Additional Services: 919-996-8519

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

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

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

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

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

Email: \_\_\_\_\_

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

Phone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Would you like a receipt?: Yes No

For Internal Use Only

Event No.: \_\_\_\_\_

## Electrical and Telephone Services

**Floor price will be charged if equipment reservations are not received at least five business days prior to the first day of move-in.**

	Qty.	Service	Advance Price	Floor Price	Total Price
Electric Power ±		110V Outlet 20 Amp	\$100.00	\$150.00	
		208V Outlet 30 Amp & Under	\$170.00	\$230.00	
		208V Outlet 30 - 100 Amp <sup>1</sup> (Single Phase)	\$250.00	\$330.00	
		208V Outlet 30 - 100 Amp <sup>1</sup> (Three Phase)	\$310.00	\$370.00	
		480V <sup>1</sup>	Contact John Hughes (919-830-3718) for details	N/A Advance Only	
Phones/Misc.		Telephone Line (Handset Not Included)	\$215.00	\$270.00	
		Telephone Line (Includes Handset)	\$244.75	\$305.00	
		Digital Conference Phone	\$350.00	\$425.00	
		Compressed Air, Water, or Drain Service (Limited availability. Exhibit Halls Only. Requires two weeks advance notice from move-in date.)	Contact John Hughes (919-830-3718) for approval. Payment accepted at 919-996- 8515.	N/A Advance Only	

± All power is supplied from the floor. Please call to discuss other requirements.

<sup>1</sup> Must submit photo of equipment's electrical plug for tie in upon receipt of Utilities Order Form

**PLEASE COMPLETE BOTH SIDES OF THIS FORM.**

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.

Prices are subject to change. The latest form can be found on the Raleigh Convention Center website:  
<http://www.raleighconvention.com>. Additional information and Terms of Service are on the following pages.

Internet Services				
Floor price will be charged if equipment reservations are not received at least five business days prior to the first day of move-in.				
Qty.	Service	Advance Price	Floor Price	Total Price
	Wired Internet - Shared bandwidth	\$350.00/ event/drop	\$450.00/ event/drop	
	8-Port Switch	\$50/event	\$50/event	
	Wired Internet - Dedicated bandwidth with one static public IP address	5 Business Days Advance Notice Required 50 Mbps: \$500/day 100 Mbps: \$800/day 200 Mbps: \$1200/day		
		10 Business Days Advance Notice Required 500 Mbps: \$2500/day 1 Gbps: \$4800/day		
	Each additional static public IP address	\$150.00 (+ Wired Internet Dedicated Bandwidth) 5 Business Days Advance Notice Required		
Total				
* Floor price will be charged if equipment reservations are not received at least five business days prior to the first day of move-in.				

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

## CONNECTION

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

## 120/208v & 277/480v POWER

The Raleigh 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 technical (air, water, power) needs with John Hughes at 919-830-3718. (Ordering, Payments, and Receipts can be handled at 919-996-8515.)

We can generally 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. All Utilities Order Forms requesting power above 208v 30amp (single or three phase) must submit photo of equipment's electrical plug with form submission.

## RIGHT WAY OF ACCESS

- The Raleigh Convention Center reserves an easement behind each exhibit booth for the purpose of distributing electrical service to neighboring booths.
- Unless otherwise directed, convention center electricians are authorized to cut floor coverings to permit installation of service.
- 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.
- Access to floor boxes is strictly prohibited.
- 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.

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 Raleigh Convention Center have access to these services.

## INTERNET SERVICE

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.

For wired internet, you may install up to five devices per drop with your switch, or you may rent a switch.

**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, & 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.