

TELEPHONE SERVICES

1. Once installed, telephone service is active 24 hours a day for the entire length of the event. Dial tone is typically deactivated in the morning following the last day of the event. If you require service beyond that, please contact the McCormick Place Exhibitor and Technical Services Department Service Desk. Reactivating fees apply if service needs to be re-established.
2. The cost of our telephone service **does not include telephone usage**. All telephone calls made from your telephone line once it is installed are your responsibility. Credit will not be given for telephone calls made over installed lines. To guard against unauthorized use, please be sure to secure your telephone each night. Telephone usage will be billed to your credit card shortly after the close of the event. If you need a detail of all calls made, contact the McCormick Place Exhibitor and Technical Services Department at (312) 791-6113.
3. **Telecommunications Tax:** In the State of Illinois and the City of Chicago a Telecommunications Tax is required. These taxes are based upon current communications tax rates, and are subject to change without notice.
4. **International Usage Deposit:** For internationally billed companies, a usage deposit of \$300.00 per line is required before “calling out” restrictions are lifted. Including the deposit at the time of your initial order will ensure that you will be able to call out as soon as you plug your telephone into the line. If your total usage is less than the usage deposit, the balance will be applied towards any outstanding charges.

DESCRIPTION OF TELEPHONE SERVICES

Telephone usage is billed after the close of the event and billed to your credit card.

1. **Analog Single Line Service:** Includes the installation of a touch-tone line and rental of a single line telephone instrument.
2. **Extension - Single Line:** Is an extension of the main Single Line service. This would be ordered if you need one telephone number shared by two telephone instruments (Only if you have ordered an Analog Single-Line Service)
3. **Digital Multi-Line Service:** Includes the installation of a touch-tone line and one multi-line telephone with a maximum capacity of up to eight appearances of the telephone line. Voicemail is included along with fixed features such as hold, conference and transfer.
4. **Extension - Multi-Line:** Is an extension of the Digital Multi-Line service. This would be ordered if you need one telephone number shared by two telephone instruments (Only if you have ordered a Digital Multi-Line service)
5. **Voicemail System:** Our system is designed to ensure that all incoming calls to your booth will always be answered. Voicemail is operational 24 hours a day for the duration of the event.
6. **Other Carrier Services:** Any service delivered by an outside vendor such as POT's (Plain Old Telephone), T1's and ISDN.

CABLE TELEVISION ACCESS

(SOUTH & WEST ONLY)

INTERNET SERVICE

We also offer a full menu of Internet connectivity solutions that provide continuous, dedicated access to the Internet at a variety of speeds. Once connected, you have access to the Internet 24 hours a day for the entire length of the event. The McCormick Place Internet Technical Services Department, will work with you and your staff to meet your needs. If you have Internet questions, call our Internet Technical Service Department at (312) 567-8060 or E-mail inetsales@mccormickplace.com.

Please note:

- The State of Illinois and the City of Chicago require a telecommunications tax for all Internet Services.

DESCRIPTION OF INTERNET SERVICES

The following chart highlights the services offered. Please note the number of additional IP addresses available with each service. All services are digital and delivered by Ethernet based connectivity using Category 5 wiring with RJ45 terminated ends. You must supply a computer with an Ethernet NIC (Network Interface Card), have TCP/IP installed, and an Internet browser. There are no firewalls or filtering on our connection to the Internet. Please consider your vulnerabilities; make sure you have up-to-date anti-virus software installed on your computer and consider the use of a firewall. Please contact the Internet Technical Service Department at (312) 567-8060 if you have any questions.

All Internet prices are a flat rate; no per minute usage or connection charges apply.

Service	Connection Speed	Limit of Additional Addresses	Recommended Uses
Shared Ethernet	256 kbps minimum	Includes 1 IP address, up to 10 additional can be ordered	For up to 11 computers with low bandwidth needs (email, simple websites, small downloads)
Ethernet 512	512 kbps minimum	Includes 5 IP addresses, up to 6 additional can be ordered.	For up to 11 computers with medium bandwidth needs.
Ethernet 768	768 kbps dedicated	Includes 11 IP addresses, up to 12 additional can be added.	Half T1 speed for larger numbers of computers or higher bandwidth applications.
Dedicated Ethernet 1.55	1.55 mbps dedicated	Includes 29 IP addresses	Full T1 speed for high bandwidth applications or large numbers of computers.
Dedicated Ethernet 5mbps	5mbps dedicated	Includes 29 IP addresses	5 million bits per second.
Dedicated Ethernet 10mbps	10mbps dedicated	Includes 29 IP addresses	10 million bits per second.

MCCORMICK PLACE TERMS AND CONDITIONS FOR NETWORK - INTERNET SERVICES

1. **Pricing and taxes.** Customer agrees to pay the fees and other charges for Internet services and other services and products provided hereunder. The prices listed on this Agreement do not include Federal, State, or Local taxes. Taxes will be included on your final bill.
2. **Additional costs.** The Authority reserves the right to bill the Customer for any additional cost the Authority incurs in:
 - 1) assisting in trouble diagnosis or problem resolution found not to be the fault of the Authority or
 - 2) collecting information required to complete the installation that customer fails to provide.
3. **Use of Internet Services.**
 - A. Customer agrees that the network attachment to be provided by the Authority shall be limited for use by the directors, officers and employees of the Customer, its guests, and its agents and consultants while performing service for the Customer and cannot be resold or distributed to other companies. The services being provided by the Authority will facilitate communications between the Customer's authorized users and the entities reachable through the national internet. Users of the Authority's 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. Customer is solely responsible for the content of any transmissions of and by any Customer and any third party utilizing Customer's facilities or the Authority's network, as a whole or any equipment of system forming part of the network support system, or any services provided over or in connection with any of the Authority or other associated network.
 - C. Customer agrees to comply with all applicable laws with regard to the transmissions and use of information and content. Customer further agrees not to: use the Internet service for illegal purposes; solicit any activity that is prohibited by applicable law over the Internet; interfere with or disrupt any of the Authority's 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 Authority or other associated networks; interfere with or disrupt any other network users, network services or network equipment.
 - D. Customer agrees not to use the Authority's services to transmit any communication where the meaning 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.
4. **Wireless Specific.** The use of any wireless device that interferes with the facility wireless data frequency is prohibited.
5. **Performance Disclaimer.** The Authority does not warrant that the services provided hereunder will meet Customer's requirements or that Customer's access to and use of the services will be uninterrupted or free of errors or omissions. The Authority cannot and does not guarantee the privacy, security, authenticity and non-corruption of any information transmitted through, or stored in any system connected to the internet. The Authority shall not be responsible for any delays, errors, failures to perform, or disruptions in the Hosting services caused by or resulting from any act, omission or condition beyond the Authority's reasonable control. In situations involving performance or nonperformance of services furnished under this Agreement, Customer's sole remedy shall be a refund of a prorated portion of the price paid for services which were not provided. Credit will only be issued for periods of loss greater than 24 hours.

TERMS AND CONDITIONS FOR NETWORK - INTERNET SERVICES (continued)

6. **Internet Security Disclaimer.** The Authority does not provide security, such as, but not limited to, firewalls, for any Internet service it provides. It is the sole responsibility of the Customer to provide any necessary security. With execution of this document, Customer agrees to the Terms and Conditions of this Agreement and will hold the Authority, its board members, officers, employees, agents, and consultants harmless for any and all liabilities arising from the use of non-secured Internet services.
7. **No Warranties.** The Authority makes no warranty of any kind with respect to services and products provided under this Agreement. The Authority disclaims all warranties, express and implied, including the warranties of Merchantability and the fitness for a particular purpose.
8. **Limitation on Liability.** The Authority will not be liable for any damages Customer may suffer arising out of acts of God, use or inability to use the Authority's Internet services or related products unless such damages are caused by an intentional and willful act of the Authority. The Authority will not be liable for any special or consequential damages, or for loss, damage, or expense directly or indirectly arising from Customer's use or inability to use the system either separately or in combination with other equipment or software or for commercial loss of any kind, including loss of business profits, based upon breach of warranty, breach of contract, negligence, strict tort, or any other legal theory whether or not the Authority or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. In no event shall the liability of the Authority exceed an amount equal to the price of products and services purchased by Customer during the twelve-month period preceding the event which caused the damages or injury.
9. **Indemnity.** Customer agrees to indemnify and hold the Authority, its board members, officers, employees, agents, and consultants harmless against any claim or demand by any third party due to or arising out of the use by Customer of Internet services and related products provided hereunder.
10. **Termination.** Customer's failure to comply with the terms and conditions of this Agreement will result in immediate termination of Internet services provided hereunder. Customer acknowledges that the Authority reserves the right to terminate this Agreement for convenience.
11. **Changes.** The Authority reserves the right to change these terms and conditions at any time. The terms and conditions in effect at the time of services are ordered shall apply. Customer may view the most current terms and conditions by visiting: www.mccormickplace.com.
12. **Miscellaneous.** This Agreement constitutes the entire agreement of the parties and supersedes any prior or contemporaneous agreements between the parties with respect to the subject of this Agreement. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois without regard to its conflict of laws principles.

PAYMENT POLICY

Your on-site representative must be aware of this payment policy and be prepared to make payment upon installation of Telecommunication services. **Payment must be made by credit card, company check, travelers check or cash.** Regardless of the method of payment you select, **an approved credit card must be on file.**

The exhibiting firm is responsible for payment. If an agent is hired to handle display and/or billing for any services, the exhibiting firm and its agent must complete the section entitled **THIRD PARTY AUTHORIZATION** on the Order and Payment Summary Form. Upon confirmation of your third party agent's satisfactory credit rating, third party billing arrangements will be made.

For charges that are invoiced, payment is due upon receipt of invoice. Any charges unpaid 30 days after the invoice date will incur a finance charge of 1.5% per month, 18% annually, or the maximum legally allowable rate, whichever is lower. In addition, all future orders will be on a pre-paid basis only.

This payment policy agreement shall be governed by and construed in accordance with laws of the STATE OF ILLINOIS.

CANCELLATION POLICY

For full cancellation of all telecommunication services ordered, a cancellation fee in the amount of 10% of the value of the telecommunication services ordered will be charged.

For partial cancellation of telecommunication services ordered, but not yet installed, no cancellation fees will be incurred.

For partial cancellation of telecommunication services ordered and installed, but not yet used by the exhibitor, a cancellation fee of 10% plus the installation labor costs will be charged.

For cancellation of an Internet line that has been installed but not yet used, a 50% cancellation fee will be charged.

For cancellation of telecommunication services that have been installed and used, the full cost will be charged.

LIMITATION OF LIABILITY

Any liability of McCormick Place for the provision of services, or the failure to provide services or with respect to any claim, loss or cause of action arising from the provision of services or the failure to so provide is limited to the amount actually paid for the services in question.

SUBMITTING YOUR ORDER

ALL PAYMENTS MUST BE IN U.S. FUNDS DRAWN ON A U.S. BANK. MAKE CHECK PAYABLE TO: "MCCORMICK PLACE / SMG"

1. Via US mail/First Class Mail/Couriers (remember to allow ten days):
Metropolitan Pier and Exposition Authority • McCormick Place/SMG
301 E. Cermak Road • Chicago, IL 60616

2. Via Overnight Express:
JPMorgan Chase • 131 S. Dearborn 6th Floor • Chicago, IL 60603
Attn: McCormick Place Tradeshows Box #25134

3. Fax To: (312) 791-6159
You may fax your complete order information. The Exhibitor and Technical Services Department will return a confirmation notice of receipt of your faxed order confirmation.

4. Wire Transfer:
JPMorgan Chase • Chicago, IL 60603 • ABA # 021-000-021 • Account # 937524601 •
Attn: SMG McCormick Place Depository

All wire transfers should include the following information:

• Your company name • The event/show name • Your booth/space number

5. Federal Tax ID Number: 366009091

6. Illinois Tax ID Number: E9988509303