



22461 Shaw Road | Dulles, VA 20166  
Ph.: (703) 802-6231 | F.: (703) 421-4670



1 West Pratt Street | Baltimore, MD 21201-2499  
Ph.: (410) 649-7097 | F.: (877) 819-4023

**INTERNET-TELECOM SERVICE AGREEMENT**

Show Name	Booth/Room	Move in Date	Today's Date
Exhibitor Name	Onsite Contact/Phone	Show Dates / / to / /	
Company Billing Name		Contact	
Billing Address		City, State / Country, Zip	
Phone	Fax	Email	

SERVICES	Qty	Advanced **	Standard	Total
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Internet - Network Services (10/100 Base T) - Non Routable				
1. Shared Ethernet Service (1 Mbps + 1 Private IP address)		\$ 995	\$ 1,325	\$ -
2. Additional Private IP Address per Device		\$ 125	\$ 150	\$ -
3. Wireless Internet Access per 1 Device		\$ 795	\$ 1,095	\$ -
4. Wireless Internet Access per Each Additional Device		\$ 125	\$ 150	\$ -
5. Wireless Internet Buyout - Day Pass (per day/per user)		Call (410) 649-7097 for quote		
6. Wireless Internet Buyout - Event Pass (per user)		Call (410) 649-7097 for quote		
7. Premium Ethernet Service (2 to 30 Mbps + 1 Private IP address)		Call (410) 649-7097 for quote		

Internet - Network Services (10/100 Base T) - Routable				
1. Dedicated 2 Mbps + 5 IP addresses		\$ 2,795	\$ 3,795	\$ -
2. Dedicated 3 Mbps Line + 13 IP addresses		\$ 4,295	\$ 5,575	\$ -
3. Dedicated over 3 to 30 Mbps line + 29 IP addresses		Call (410) 649-7097 for quote		

Other Internet - Network Services				
1. Switch Rental (8 Port)		\$ 100	\$ 125	\$ -
2. Switch Rental (16 Port)		\$ 200	\$ 225	\$ -
3. Switch Rental (24 Port)		\$ 250	\$ 275	\$ -
4. Patch Cable (25-50' Cat 5)		\$ 35	\$ 50	\$ -
5. VLAN/Point-to-Point Connection		\$ 250	\$ 285	\$ -
6. Cable TV - Comcast (per connection)		\$ 295	\$ 450	\$ -
7. Technical Support (per hour with min 1 hour charge)		\$ 65	\$ 65	\$ -

Telephone Services				
1. Single Analog Telephone Line with Unlimited Local Services (PBX service dial "2" for outside line)		\$ 295	\$ 395	\$ -
2. Dedicated Analog Telephone Line (best for Credit Cards&Modem Services)		\$ 325	\$ 425	\$ -
3. Multi Line/Digital Telephone Line with Unlimited Local Services (PBX service dial "2" for outside line)		\$ 395	\$ 475	\$ -
4. Long Distance Capability? <input type="checkbox"/> Yes <input type="checkbox"/> No (indicate Qty of lines with LD)		\$ 0.28 per minute		
5. Telephone Handsets Required? <input type="checkbox"/> Yes <input type="checkbox"/> No		free of charge		
6. Polycom Conference Phone		\$ 100	\$ 150	
7. Voice Mail (per line)		\$ 20	\$ 20	\$ -
8. Call Forwarding (per line)		\$ 5	\$ 5	\$ -
9. Call Waiting (per line)		\$ 10	\$ 10	\$ -
10. ISDN BRI Line		Call (410) 649-7097 for quote		

<b>Special Instructions</b>			<b>SUBTOTAL</b>	\$ -
			<b>6% Tax</b>	\$ -
Tax Exempt <input type="checkbox"/> Yes <input type="checkbox"/> No Tax Exempt Cert #			<b>GRAND TOTAL</b>	\$ -

**\*\* Advanced rates are applied to orders received WITH PAYMENT 21 days prior to show opening date**

**TOTAL PAYMENT MUST ACCOMPANY ORDER**

Credit card users may fax their orders at 1-877-819-4023 or email to [BCC\\_support@mcdean.com](mailto:BCC_support@mcdean.com). All credit card charges will appear under the name "Openband". Checks should be mailed to 1 West Pratt Street, Baltimore, MD 21201-2499 for the attention of Martin Husbands.  
For online orders please use [bcc.mcdean.com](http://bcc.mcdean.com). For service and order inquiries please call at 410-649-7097

Credit Card Number: <input type="checkbox"/> Amex <input type="checkbox"/> Visa <input type="checkbox"/> Master Card	Exp Date (MM/YY)	Security Code (CVC)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Credit Card Billing Street Address	Credit Card Billing City, State / Country, Zip	
Credit Card Holder Name (print as appears on cc)	Card Holder Signature and/or Acceptance of Terms&Conditions	

## Terms & Conditions

1. M.C. Dean, Inc. is the exclusive provider of all Internet, Network and Telecommunication services (wired and wireless) at the Baltimore Convention Center.
2. Orders – Customer must provide all information necessary for the effective setup/installation of services while submitting the Telecom Order. Failure to provide this information may result in the delay of order processing and/or installation, and may also cause associated costs to revert to the Standard Rates.
3. Floor Plan – Customer must provide floor plan with desired placement of ordered services clearly marked. If Order is submitted without a floor plan, services will be installed to the most logical location as determined by an M.C. Dean representative. Relocation of installed services will incur an additional fee per end-connection that is moved.
4. Service Installation – Ordered services will most typically be available for use at least four (4) hours prior to show move-in date/time if Order has been submitted properly. M.C. Dean Service Desk will be available during the show move-in. For after hour's emergency please call 1-800-7MCDEAN, option #3.
5. Internet/Network Services – Ethernet access to our core services, with shared or dedicated internet access up to 1 Mbps or greater depending on ordered services, is provided for each ordered connection and includes one private IP Address. Routers, Proxy Servers, Streaming Appliances, DHCP, NAT or VOIP are not allowed with any of our shared Internet/Network Services. Customer must purchase additional private IP Address(es) for each node/user/device in order to use internet services. Internet speeds may be increased if necessary. Please call for quote.
6. Wireless Internet – M.C. Dean, Inc. is the exclusive provider of wireless services at the Baltimore Convention Center which include 802.11a/g/n. Wireless devices not authorized by M.C. Dean are strictly prohibited. Customers that desire to showcase their wireless products must contact M.C. Dean 21 days in advance of show move-in to investigate the potential of M.C. Dean engineering a customized cohesive network to operate without interference to other Customers (applicable charges may apply). Due to interference from mobile devices within the confines of exhibition space, it is highly recommended that all Mobile Hot Spots are turned off. No guest are allowed to connect their wireless devices to the Baltimore Convention Center network without prior arrangement. Please contact M.C. Dean, Inc. at 410-649-7099 with your device Name, MAC address, and Device SSID, for approval and/or coordination. Failure to provide this information may result in a delay in accessing wireless services. For all critical or higher-demand internet requirements such as video streaming, product demonstrations, presentations, etc., a wired connection it is recommended. 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. All wireless access points not previously disclosed and authorized by M.C. Dean are strictly prohibited.
7. Internet Security – All customers are responsible to provide their own internet security for all devices. Failure to protect your devices may result in the termination of internet services. Additional Firewall protection services may be available upon request. Please call for quote.
8. Internet Performance Disclaimer – M.C. Dean provides no guarantee, either expressed or implied, as to the performance, throughput, routing, nor reliability of core trunk circuits outside of the Baltimore Convention Center.
9. Long Distance Calls – Customers must specify in advance of any lines needing Long Distance capability. All lines are otherwise restricted to local only dialing. M.C. Dean will provide a detailed listing of all billable calls made from associated services. Customers are implicitly responsible for any/all long distance calls, to include international, and all other charges associated to their assigned numbers.
10. Any additional cost incurred by M.C. Dean to assist in troubleshooting, diagnosis or problem resolution found not to be the fault of M.C. Dean or collect information required to complete the installation that Customer fails to provide (i.e. floor plans or special circuit numbers) may be billed to the Customer at the prevailing rate.
11. Only M.C. Dean personnel are authorized to modify system wiring or cabling. Material and equipment furnished by M.C. Dean for this service contract shall remain the property of M.C. Dean.
12. Rental Equipment - Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment in good working condition to the M.C. Dean Service Desk within one hour following close of the show. If provided equipment is not returned in time the customer will be charged a fee of \$100 per device.
13. Rates – Advanced rates are applied when a fully completed Order with payment is received no later than 21 days prior to the first day of show move-in. Standard rates are applied to all orders received less than 21 days prior to show move-in has started, or orders received on or before 21 days of the show move-in day but missing payment, or orders placed on site or after show move-in has started.
14. Taxes – The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes / Tax surcharges will be included on your final bill.
15. Cancellation – All cancellation requests must be in writing. Oral cancellation requests by phone or in person may also be allowed at the discretion of the M.C. Dean Project Manager. Only cancellation requests received at least 3 days prior to scheduled show move-in will be honored and will incur a minimum \$130.00 or 10% cancellation fee (whichever is greater). Additional charges may also apply for orders that have already incurred processing, labor, material, and/or engineering costs. *\*Some specialized broadband services and/or customer-specific services cannot be cancelled once ordered and will continue to be billed at the listed, agreed-to rate. \*Credit will not be given for service(s) installed and not used.*
16. **\*ALL SUSPECTED SERVICE-RELATED ISSUES MUST BE REPORTED TO THE M.C. DEAN SERVICE DESK OR OTHER M.C. DEAN REPRESENTATIVE\***. NO service claim not filed in writing by Customer prior to close of show will be considered.
17. Prices are based upon current rates and are subject to change without notice.
18. Payment-in-Full must accompany Order. Credit Card users may fax their orders to 1-877-819-4023 or email them to [BCC\\_support@mcdean.com](mailto:BCC_support@mcdean.com). Credit card charges may appear as "M.C. Dean" or "OpenBand". As a convenience, original credit card authorization will be used for additionally incurred charges as well.
19. M.C. Dean accepts payment in U.S. Dollars, in the form of Cash, Checks, Wire Transfers, or any of the following Credit Cards: Visa, MasterCard, AMEX, or Discovery. Checks must be made payable to M.C. Dean, Inc. and mailed to 1 West Pratt Street, Baltimore, MD 21201-2499, Attention: Martin Husbands.
20. For convenient online ordering, please use <http://bcc.mcdean.com>. For service and order inquiries please call 410-649-7097.
21. Due to the cost of processing checks, refunds due in the amount of \$35.00 or less will not be refunded except upon written request.

### Customer Acceptance of All M.C. Dean, Inc. Terms and Conditions:

*With execution of this document the Customer hereby authorizes M.C. Dean, Inc. to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of these Terms & Conditions. In case of using wireless services the Customer hereby attests to his or her understanding of limitations and vulnerabilities of the wireless services provided by M.C. Dean, Inc. as well as admits that in case of using this service for any reason including, but not limited to, demonstrating, showcasing or presenting own product(s), M.C. Dean will not be held liable for the possibility of interference.*

Print Authorized Name

Authorized Signature

Date Signed

# M.C. Dean, Inc. Wi-Fi Terms & Conditions

## At the Baltimore Convention Center

The Terms and Conditions contained herein pertain specifically to the Wi-Fi service offered to customers by the Baltimore Convention Center and M.C. Dean, Inc. at "The Baltimore Convention Center".

The intent of these terms and conditions is to detail the Wi-Fi services offered and the support that M.C. Dean, Inc. will offer.

### 1) Wi-Fi Service offered

Under the terms of this agreement M.C. Dean, Inc. shall provide Wi-Fi Internet access 802.11a/g/n, at a provisioned rate of up to 2Mbps per device connected. The actual available bandwidth will be dependent upon total number of users/devices simultaneously accessing the network at any given time.

### 2) Restrictions of Wireless Devices

No customers are allowed to connect their wireless devices to the Centers network without prior approval. M.C. Dean requires all Customers showcasing any wireless and wireless-related products to contact M.C. Dean at least 21 days prior to the show move-in so that we may engineer a cohesive network operating without interference. (all approvals will incur a site survey fee). Per M.C. Dean, Inc. Terms and Conditions included as page two of the "Internet-Telecom Service Agreement", 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 at the discretion of M.C. Dean, **In which, no service refunds will be given.**

### 3) Performance declaration

- Attendees/Exhibitors Wi-Fi Internet Access: Wi-Fi service is provided via 2.4 GHz 802.11b/g/n and 5 GHz 802.11a/n standards. Every effort will be made including adding additional access points to ensure the best Wi-Fi internet coverage throughout The Center. M.C. Dean does not recommend Wi-Fi access for critical services such as streaming, product presentation or demos.
- Wi-Fi services, such as 802.11b/g/n can often prove unreliable due to a number of factors, including, but not limited to, the Wi-Fi technology included in most modern mobile devices (Smart phones, mobile Computers, etc), third-party exhibitor hotspots, use of roaming hotspot technology by attendees, and interference from surrounding facilities. For these and other limiting factors not specified here, M.C. Dean makes no guarantee of performance for Wi-Fi services operating in the 2.4 GHz band, but will provide onsite engineering support to aid in the maximization of performance and end-user experience for Exhibitors/attendees for the duration of the conference.

### 4) Onsite Technical Support

- M.C. Dean, Inc. will provide onsite support during all Conferences. This support will be available from the opening day of the convention to the last day of any meetings.

### 5) On Site Contact

- **410-649-7099**
- **410-963-0598**

### 6) After Hours Contact

- For after hour's emergency, please call **1-800-7MCDEAN**, then press option #3.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Contact Phone #:** \_\_\_\_\_