



WIRELESS INTERNET SERVICE MATRIX

How Important is wireless service for the success of our event? Using this table, we can assist to identify the best service level.

	Free Wireless Internet	(Silver & Gold) Wireless	(Platinum) Wireless
Level of Service	Internet is nice to have access, but not required for the success of my event.	Internet is a required element for our event's success, but not the core focus	Internet is essential for our event's success. We will heavily require access.
Price	Free	\$8-\$10 per day/User	\$12 per day/User
Usage	Light Internet surfing/checking email.	Moderate Internet Surfing, checking email, Point of Sale Transactions & occasional streaming.	Heavy Internet Surfing, Streaming, Web Based Applications & Large Files
Bandwidth	Shared by all HRCC guests; no maximum bandwidth guarantee	Shared bandwidth Up to 5 Mbps	Higher capacity bandwidth Up to 8 Mbps
Package Includes	None	*Password Protected *On-Site support 8a-5p on business days *After Hours Phone support available	*Password Protected *On-Site support 8a-5p on business days *After Hours Phone support available

Key Questions: WHAT ARE YOUR USERS DOING ONLINE AND HOW MANY USERS ARE THERE?

*Pricing will be based on the total number of people whom you are providing the wireless password, not the number of concurrent Internet users. Please include all event staff, presenters, and exhibitors who will be using your wireless network in your total attendance numbers

*Total available bandwidth depends on the event attendance. If you have specific bandwidth requirements, please contact your Event Manager for a quote. Accurate attendance estimates help ensure that there is sufficient dedicated bandwidth available to make your event a full success.

*Wireless service is a "best-effort" service. The Hampton Roads Convention Center can not guarantee that all attendees will be able to fully use the service. When the Internet is critical for the event success, events are encouraged to use wired Internet connections wherever possible.



Wi-Fi Services Request Form
Conference/Meeting Order Form

1610 COLISEUM DRIVE • HAMPTON, VA • 23666 • PHONE (757) 315-1633 • email: dnilen@thehrcc.com

FULL PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO EVENT START TO GUARANTEE SERVICE/EQUIPMENT


Event Name: _____ Room/Booth #: _____

Event Dates: _____ Exhibiting Company: _____

Contact Name: _____ E-Mail: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

TELECOMMUNICATIONS		RATE	QTY	AMOUNT
Dedicated phone line		\$ 125.00		
Standard Desk Telephone		\$ 25.00		
INTERNET SERVICE TYPE	BANDWIDTH	RATE		
WIRED INTERNET SERVICE				
Basic Wired Internet Connection	Up to 5-8 Mbps	\$ 200.00		
Internet Connection to External Host Server Routers permitted	3-5 Mbps	\$ 1,500.00		
Internet Connection to an External Host Server Must be approved with City of Hampton	5-10 Mbps	\$ 2,500.00		
Connection speeds above 3Mbps may include 5 Static Public IP addresses	10-20 Mbps	\$ 3,500.00		
WIRELESS INTERNET SERVICE				
<i>Conference & Meetings- shared Wi-fi Options/per event</i>	Up to 250 Users			
<i>All pricing listed reflects a non-dedicated shared connection</i>	Silver (3 Mbps)	\$8/user		
	Gold (5 Mbps)	\$10/user		
	Platinum (8 Mbps)	\$12/user		
	201-500 Users			
	Silver (3 Mbps)	\$7/user		
	Gold (5 Mbps)	\$9/user		
	Platinum (8 Mbps)	\$10/user		
	501-2000 Users			
	Silver (3 Mbps)	\$5/user		
	Gold (5 Mbps)	\$7/user		
	Platinum (8 Mbps)	\$9/user		
Dedicated bandwidth				
<i>For all wireless dedicated services - Please contact your Event Manager</i>				
EQUIPMENT RENTAL				
Hub/Switch/Router Rental A Hub or Switch may be available for customers wishing to establish LANs		\$ 75.00		
Patch Cables Standard Category 5 patch cables are available in various lengths on a first come first serve basis		\$ 40.00		
				Total Telecommunications Order: \$

IMPORTANT CONDITIONS AND REGULATIONS

Code Safety and Compliance

1.All equipment provided by clients and exhibitors must comply with all state, local and international safety codes.

Limitation of Liability

The parties agree that implied warranties of merchantability and fitness for a particular purpose and all other warranties, expressed or implied, are excluded from this agreement. The HRCC does not assume liability for damages of any type whatsoever or for the loss of anticipatory profits resulting from the installation, use, or interruption of the services or for damage of any sort whatsoever to user's goods or equipment arising from the installation, use or interruption of the services or any other cause whatsoever.

Telecommunications Notes:

1.If any special data and/or networking equipment or services are required which are not detailed on this form, please call 757-315-1633.

2. PLEASE RUN UPDATED ANTI VIRUS SOFTWARE ON YOUR COMPUTER BEFORE YOUR ARRIVAL AT THE FACILITY.

3.No credits will be issued for unused phone lines installed as ordered.

4.Only written cancellations will be accepted and must be received seven days before show move in.

5.Connection to equipment is the exhibitors' responsibility.

6.Telecommunications panels, floor boxes and equipment must be accessible at all times.

7. HRCC is responsible for Internet and other HRCC installed cable connections from the point of demarcation to the exhibitor booth.

8. HRCC will troubleshoot HRCC installed components only.

9. HRCC is not responsible for lost connections or traffic interruptions. We will work with third parties to resolve circuit issues on a best efforts basis. NO REFUNDS will be given for service interruptions or other network service related downtime.

10. HRCC is the sole provider of WiFi Internet services within the facility. Customers may not use their own wireless access points, wireless routers, MiFi devices, or any other device that provides shared WiFi Internet Access.

METHOD OF PAYMENT

☐ CASH or ☐ CHECK

Made payable to: Hampton Roads Convention Center • Tax ID # 54-6001336

☐ AMERICAN EXPRESS

☐ DISCOVER

☐ MASTERCARD

☐ VISA



INVOICING

Invoicing - Invoice sent via email, click secure website to make payment online

Credit Card Holder Name: _____ E-mail address for receipt: _____

Credit card number: Please list a phone number to call to discuss this credit card payment in the above section

Credit Card Billing Address: _____

I authorize the charges detailed within this form to be charged to my credit card listed here. By signing, I also agree that I have read and agree to the terms and conditions set forth for these services by HRCC.

Credit Card Holder Signature: _____ Date: _____

TOTAL PAYMENT MUST ACCOMPANY THIS FORM. Please mail to address above, or scan & email to dnilen@thehrcc.com