

# Internet-Network/Telephone Service Contract



**Remit to: NRG Park - Exhibitor Services**

Mailing Address: One NRG Park Houston, TX 77054

Phone: 832-667-1718 (option 4)

Fax Orders & Payment To: 832-667-3901

Email Orders & Payment To: [nrgorders@smartcity.com](mailto:nrgorders@smartcity.com)

**Order Services & Manage Orders Online at <https://nrgpark.boomerecommerce.com/>**

Exhibitor Company Name:	Show Name: <b>HOUSTON LIVESTOCK SHOW &amp; RODEO 2018</b>
Billing Company Name:	Show Dates: <b>02 / 27 / 18 To 03 / 18 / 18</b>
Billing Company Address:	Incentive Order Deadline: <b>FEBRUARY 13, 2018</b>
City, State / Country, Zip:	Booth / Room #:
Contact Name:	Phone Number: ( ) -
Contact Email:	Cell Number: ( ) -
On-Site Contact:	On-Site Number: ( ) -

**NRG PARK PAYMENT AUTHORIZATION FORM MUST BE COMPLETED & RECEIVED WITH ALL ORDERS.**

**Important!** Review "Product Overview / Glossary" literature to assure the services you have selected will provide the functionality for any application(s) you will be utilizing. See <https://nrgpark.boomerecommerce.com/> to view the **NRG Park Terms & Conditions**. Please call if assistance is needed. **Note Cancellation Policy Specifics – Terms & Conditions item #K – This document, page/thumbnaill 2. Please note that Wireless services are NOT included on this form – please contact us for specific rates.**

Print Authorized Name Accepting Terms and Conditions:	Authorized Signature Accepting Terms and Conditions:
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<p><b>Dedicated Wired Internet Routers Allowed</b></p> <p>Connection speeds of 3Mbps and up</p> <p><b>Required for:</b></p> <ul style="list-style-type: none"> <li>• Web Casting</li> <li>• HD Streaming</li> <li>• Routers(wired or wireless)</li> </ul> <p><b>Includes 5 Static Public IP Addresses</b></p>	<p><b>Broadband Wired Internet No Wired or Wireless Routers</b></p> <p>Connection speeds 1.5mbps Burstable to 3mbps, DHCP</p> <p><b>Recommended for:</b></p> <ul style="list-style-type: none"> <li>• Internet Applications</li> <li>• Social Media</li> <li>• Multi Media Downloads</li> </ul> <p><b>Includes 1 Private IP Address</b></p>
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**\*\*\*Incentive rate applies to orders received with payment 14 days prior to 1<sup>st</sup> day of show move-in\*\*\***

<b>1. Internet Services – Routers Prohibited</b>	<b>QTY</b>	<b>Incentive</b>	<b>Base</b>	<b>Total</b>
a. Broadband Internet Service		\$895	\$1140	
b. Additional Device for Broadband Service, Per Device Up to 4		\$185	\$220	
<b>If you require 6 or more devices – Please call (888) 446-6911.</b>				
<b>2. Dedicated Internet Services – Routers Supported</b>				
a. Dedicated 3Mbps		\$3,495	\$4,370	
b. Dedicated 6Mbps		\$5,900	\$7,375	
c. Dedicated 10Mbps		\$7,850	\$9,810	
d. Upgrade to 29 Public Static IP Addresses		\$995	\$1,194	
<b>Higher Bandwidth Services Available – Please call (888) 446-6911 for quote.</b>				
<b>3. Internet Equipment &amp; Labor</b>				
a. Switch Rental – up to 24 ports		\$185	\$225	
b. Patch Cable (up to 50') – Cat5e		\$50	\$62	
c. Labor / Floor Work – Fee Per Hour		\$125	\$125	
<b>4. Voice Services: PBX Service – Domestic LD Included</b>				
a. Single Line – <input type="checkbox"/> Instrument, <input type="checkbox"/> Non Dial 9, <input type="checkbox"/> Int'l LD		\$275	\$345	
b. Multi-line Phone w/ 1 main number & 1 rollover line		\$415	\$520	
c. Speaker Phone Line w/ Polycom Instrument		\$465	\$575	
<b>5. Special Quote – Attachment A or Statement of Work (if applicable)</b>				
<b>6. Distance Fee of \$500 Internet / \$100 Telephone for each line outside the convention venue x (number of lines)</b>				
For extension of 3 <sup>rd</sup> party data circuits (ISDN, DSL, T-1, DS3, Ethernet), please call for quote.				
<b>7. Move-In/On-Site order fee (if ordering service after show move-in begins).</b>		(20%) x (Base Price)		
		<b>SUBTOTAL</b>		
		<b>Estimated Sales Tax 8.25%</b>		
		<b>PUC Universal Surcharge 4.3%</b>		
		<b>PUC Gross Receipts 0.1667%</b>		
		<b>GRAND TOTAL</b>		

# Network Security Declaration

Center: NRG Park CC (003)-TX  
Show: Houston Livestock Show & Rodeo

Company Name: \_\_\_\_\_  
Booth / Room #: \_\_\_\_\_  
Customer / Ref #: 2018 - 003 -

The Network Security Policy implemented for this Facility requires Customer(s) adherence to several necessary precautions in order for NRG Park to maintain a healthy, viable network for all Customers. This declaration of compliance with the security requirements as noted herein is an acknowledgement of NRG Park filtering policies and must be completed, signed by an authorized Customer representative and mailed or faxed to NRG Park prior to the requested network service(s) being activated for Customer's usage.

## Network Security Policy:

NRG Park requires that all devices directly or indirectly accessing NRG Park network(s) have the latest virus scan software, Windows® security updates, system patches, and any other technological precautions necessary to protect the Customer(s) and others from viruses, malicious programs, and other disruptive applications. Any device(s), which adversely impacts NRG Park network, may cause service interruptions to Customer(s), which can lead to disconnection of the Customer's equipment from the network(s), with or without prior notice at Smart City's sole discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and / or problem resolution.

NRG Park has implemented filtering policies on all Internet routers. These filters block all inbound Internet Control Message Protocol (ICMP) -- Ping, Traceroute, etc. -- destined to any Smart City Network(s). Smart City understands that Ping and Traceroute are valuable troubleshooting tools; therefore, NRG Park Policy does allow ICMP (Ping & Traceroute) packets sourced from any NRG Park network(s).

Further, to avoid infection by common Internet worms (Nachi, MSBlaster, LoveSAN, etc.), Smart City has implemented similar filters on the following TCP and UDP port numbers: UDP - 137, 138, 402, 1434 and TCP - 135, 139, 402, 445, 4444.

Customers requiring inbound or outbound access to any of the filtered ports, should contact a Smart City customer service representative in advance of the event with details of the specific requirements so that NRG Park may consider the potential of a customized alternative.

Each Customer's business is important to NRG Park and with advanced and timely notification of a Customer's needs, we are confident that we can provide network services that perform as expected for all clients.

**\*\*\*Please inform all show site personnel about the importance of NRG Park Network Security compliance issues\*\*\***

**\*\*\*Services are activated after NRG Park is in receipt of this signed declaration of compliance with our network security requirements\*\*\***

Are You Renting Computers?  Yes  No Rental Company Name: \_\_\_\_\_

Rental Company Contact: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Device(s) Operating System: \_\_\_\_\_ Total # of Devices: \_\_\_\_\_

Type of Anti-Virus Software Installed:  Norton  McAfee  Other: \_\_\_\_\_

Virus Scan Last Updated: \_\_\_\_\_ Date Security Updates Last Performed: \_\_\_\_\_ Date

With execution of this document the Customer hereby attests that Customer provided equipment, which will be connected to NRG Park's network(s) at the above noted Facility and Show / Event has been properly protected, contains anti-virus software, and the latest patches and security updates have been installed. Customer(s) also accepts the responsibility for the performance of Customer's equipment and understands the conditions placed on service delivery by this document as well as the potential that additional charges may be incurred should Customer's equipment be found to adversely impact NRG Park's network(s) performance. The Customer acknowledges that this Network Security Declaration is part of the Customer Contract allowing NRG Park to provide requested service(s) and is subject to change without notice.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

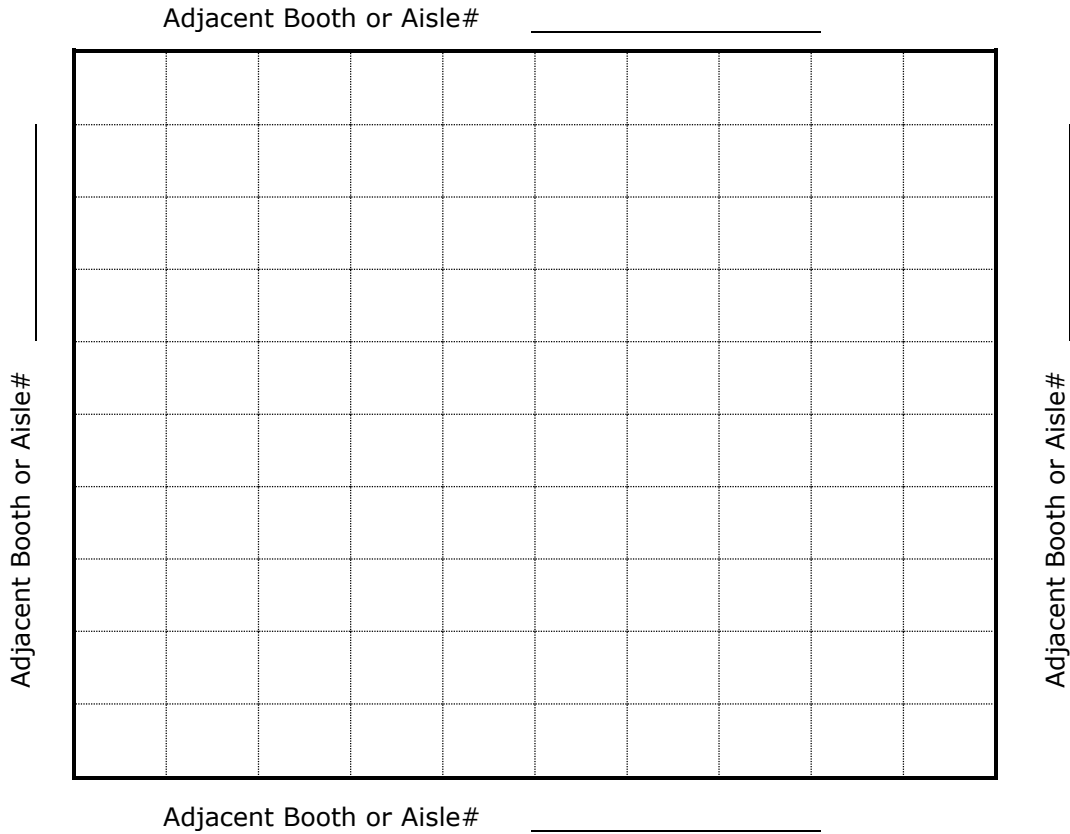
# Floor Plan – Communications Cable

Center: NRG Park CC (003) -TX  
 Show: Houston Livestock Show & Rodeo

Company Name: \_\_\_\_\_  
 Booth / Room #: \_\_\_\_\_  
 Customer / Ref #: 2018 - 003 -

**Voice and Data communications cabling.** NRG Park is the **exclusive installer** of Voice and Data communications cabling. NRG Park provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunication cable fall under NRG Park’s area of expertise.

**IMPORTANT!!** Prior to installation of service, a complete floor plan is required. Please utilize this grid should you not have your own floor plan to send us. You may use a different floor plan for each service group (Telephone, Internet, etc.) or combine all services on one floor plan. For a floor plan to be considered complete it **must** include all the information listed below (Main Distribution Location “MDL”, designated location of items within the booth, surrounding booths, scale-length and width).



**X** = Main Distribution Location (**MDL**) – The originating line(s) for service, whether from overhead, a floor pocket or a column, will be delivered to a “**MDL**” before being distributed within your booth. Example: Storage area, back of booth, etc. (unless specified, the default for the “**MDL**” will be the back of the booth or at Smart City’s discretion, the most convenient location). All distribution of services to their final destination within the booth will originate from the “**MDL**”. A per line move fee will apply to relocate services within your booth after they have been engineered and / or installed.

**I** = Location of Telephones, Fax lines or other telecommunications equipment “**T**”.

**I / H / PC / C** = Location of primary Internet Service “**I**”, Hubs “**H**”, Patch Cables “**PC**” and / or Computers “**C**”. For Smart City to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

**Orientation** = The Booth or Aisle #’s surrounding your booth. A minimum of one surrounding Booth or Aisle # is required (two or more would be more helpful) for Smart City to accurately install your services.

**Size** = Booth dimensions (example 10x10) \_\_\_\_\_. **Scale** = 1 Box is equal to \_\_\_\_\_ ft.

# Wireless Performance Declaration

Center: NRG Park CC (003) - TX  
Show: Houston Livestock Show & Rodeo

Company Name: \_\_\_\_\_  
Booth / Room #: \_\_\_\_\_  
Customer / Ref #: 2018- 003 -

## Overview

NRG Park is the exclusive provider for wired and wireless services for the Facility and has in operation a wireless 802.11 a / g system. The wireless service offers Internet access at speeds up to 256K servicing Customers as well as attendees. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time. Routers, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. NRG Park can engineer custom dedicated network(s) to accommodate such special requests. Please call for quote.

Wireless is an entry-level service ideal for web surfing and checking web based email. NRG Park's Wireless Network can be accessed throughout the Facility by using a Wi-Fi® compatible 802.11 a / b / g network card or one of our rental bridge units (limited quantity of bridge units, call for availability).

Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. NRG Park cannot guarantee that interference will not occur. NRG Park does **NOT** recommend wireless service for mission critical services such as product presentation or demonstrations. For demonstrations or to present products and other mission critical activity via the Internet, NRG Park highly recommends Customer(s) purchase hardwired services such as Shared Ethernet, Shared EtherNAT or T-1 service.

If you are unsure which of our products will best suit your needs please call our Customer Service Department at (888) 446-6911 and one of our Customer Service Representatives will be happy to assist you.

## Restrictions and Special Requests

Due to the extensive coverage NRG Park provides for the Facility, **NO** Customer provided access points are authorized for use within the Facility without NRG Park prior approval (wireless access points without adjustable power outputs cannot be authorized under any circumstances). Customer(s) who attempt to set up their own wireless system can interfere with the NRG Park Wireless Network. NRG Park requires all Customers showcasing their wireless products to contact NRG Park 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 our Terms and Conditions listed on NRG Park's Customer Contract, 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. **No service refunds will be given.**

### **ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY NRG PARK ARE PROHIBITED.**

**I hereby attest that I understand the limitations and vulnerabilities of the wireless service provided by NRG Park. I also understand that if I use this service for any reason including, but not limited to, demonstrating, showcasing or presenting my product(s), NRG Park will not be responsible for possible interference that I may experience. Refunds will not be given for service issues found not to be the fault of NRG Park. Upon receipt of this form, NRG Park Wireless Services and / or Customer(s) authorized wireless AP devices (with NRG Park's approval) will be activated / available for your use.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

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

Contact Phone #: \_\_\_\_\_

# NRG Park Payment Policy & Billing Authorization Form



Remit to: NRG Park - Exhibitor Services

Mailing Address: One NRG Park Houston, TX 77054

Phone: 832-667-1718

Houston Livestock Show & Rodeo

February 27 - March 18, 2018

NRG Park

Houston, Texas

Order Services & Manage Orders online at <https://nrgpark.boomerecommerce.com/>

**CANCELLATION POLICY:** If cancellation occurs before services are installed and written notice of cancellation is received by Exhibitor Services 72 hours before the first scheduled move-in date, a full refund will be issued. If cancellation occurs after installation or after the start of the first scheduled move-in date, no refund will be issued. ALL COMPLETED WORK IS SUBJECT TO FULL PAYMENT.

**THIS PAYMENT AUTHORIZATION FORM MUST ACCOMPANY ALL FORMS REQUESTING SERVICE FOR ALL NRG PARK PRODUCTS**

**PAYMENT POLICY** – Payment in full for all services must accompany your advance orders. Payments may be made by company check or credit card payment authorization. All advance orders can be faxed, emailed, mailed or placed online by the advance order deadline. Signature on this form represents authorization for full payment of work performed & agreement to the NRG Park Terms & Conditions. Please log in to <https://nrgpark.boomerecommerce.com/> to view NRG Park Terms & Conditions.

- All credit cards will be saved on file for any additional charges incurred on show site during events.
- By signing this form, you agree to the NRG Park Terms & Conditions presented.

Information to be completed by the cardholder:

The undersigned agrees and authorizes NRG Park to charge the credit card below for any additional amounts incurred as a result of orders placed on behalf of your company including, but not limited to, any labor, materials, services, and/or rental equipment charges. All orders **MUST HAVE A CREDIT CARD ON FILE. NRG Park will not begin work without a credit card on file.**

Credit Card

Company Check (No Personal Checks)

INTERNATIONAL EXHIBITORS – We require pre-payment of all charges or payments onsite. Payment may be by company check drawn on U.S. Funds Account, American Express, MasterCard, Visa or Discover.

Charge to:  MasterCard  Visa  American Express  Discover

Account No.

□□□□-□□□□-□□□□-□□□□

Signature of Card Holder: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ \*Security Code: \_\_\_\_\_

**Important:** Will your representative be authorized to order additional services and comply with above payment policy?

Yes  No

## CREDIT CARD HOLDER NAME & BILLING ADDRESS

Cardholder Name (As Printed on Credit Card): \_\_\_\_\_

(PLEASE PRINT)

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

Onsite Contact Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

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

E-mail: \_\_\_\_\_ Date: \_\_\_\_\_