

# TELECOMMUNICATION / CABLE TV SERVICE ORDER

Fax or Email to:  
HCC IT Department  
Fax: (808) 943-3599  
Email: lokumura@hccaeg.com

## EXHIBITOR ORDER FORM

NAME OF EVENT		INSTALL DATE	REMOVAL DATE
EXHIBITING FIRM	BILLING CONTACT		ROOM / BOOTH NUMBER(S)
BILLING ADDRESS	CITY	STATE	ZIP
ON SITE SHOW CONTACT	TELEPHONE NO.	FAX NO.	

**PAYMENT BY CASH, COMPANY CHECK, MONEY ORDER OR CREDIT CARD IN U.S. DOLLARS MUST ACCOMPANY THIS ORDER.**

If you are paying by cash, company check or money order, telephone usage balances must not exceed \$50.

Any charges in excess of \$50 will be collected at the conclusion of the event.

CASH     COMPANY CHECK     MONEY ORDER    MAKE CHECK PAYABLE TO: "AEG MANAGEMENT HCC, LLC"

CREDIT CARD & TYPE:\*     VISA     MASTERCARD     AMEX     DISCOVER     DINERS CLUB     JCB

**\*Credit card payments will be subject to a 4% administrative fee.**

CREDIT CARD NUMBER	EXP. DATE	SECURITY CODE (3 or 4 digit)
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**I hereby authorize the purchase amount listed below to be charged to my credit card plus a 4% administrative fee.**

CARDHOLDER NAME (Please print)	CARDHOLDER SIGNATURE	DATE
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**ADVANCE SERVICE ORDERS MUST BE RECEIVED WITH FULL PAYMENT OR CREDIT CARD AUTHORIZATION NO LATER THAN 15 DAYS PRIOR TO FIRST SCHEDULED MOVE-IN DAY. PLEASE SEE REVERSE SIDE FOR TERMS AND CONDITIONS FOR SERVICES PROVIDED. RATES COVER SERVICE TO MOST CONVENIENT LOCATIONS AS DETERMINED BY HCC**

	ADVANCE Order	STANDARD Order	AMOUNT
<b>LINE ONLY: (FAX, MODEM, CREDIT CARD)</b>			
<input type="checkbox"/> ea. UNRESTRICTED LINE * All access calls	\$250.00	\$300.00	
<input type="checkbox"/> ea. RESTRICTED LINE * Local Calls and Toll-Free access only	\$275.00	\$325.00	
<b>PHONE SETS:</b>			
<input type="checkbox"/> ea. SINGLE-LINE hand-set One phone number per hand-set	\$45.00	\$55.00	
<input type="checkbox"/> ea. MULTI-LINE hand-set Multiple phone numbers per hand-set	\$140.00	\$150.00	
<b>SPECIAL SERVICES &amp; EQUIPMENT:</b>			
<input type="checkbox"/> ea. Voice Mail per line	\$50.00	\$60.00	
<input type="checkbox"/> ea. Speakerphone	\$175.00	\$200.00	
<input type="checkbox"/> ea. Speakerphone - Multiple Mics	\$225.00	\$275.00	
<input type="checkbox"/> ea. Basic Cable TV Service	\$500.00	\$995.00	
<input type="checkbox"/> ea. Premium Cable TV Service	Call for Rates		
<b>TOTAL DUE</b>			

*\*Prices include a \$50 non-refundable minimum usage fee. All rates are subject to change without notice.*

**PLEASE INCLUDE YOUR FLOOR PLAN FOR LINE LOCATION**

**Telecommunications Hotline: (808) 943-3534**

## TERMS AND CONDITIONS - EXHIBITOR ORDERS

The Hawaii Convention Center/AEG is the exclusive provider of telecommunication services within its facilities. This includes all exhibit halls, meeting rooms, exterior areas and temporary structures. All requirements for telecommunication and labor to install, connect, repair of equipment or distribute lines are to be completed by HCC/AEG personnel.

### A. SERVICE ORDER REQUEST AND PAYMENT

1. This service order form must be received with full payment or credit card authorization no less than fifteen (15) days prior to first scheduled move-in day. All other orders will be processed on a first-come, first-serve basis, subject to availability at short notice rates.
2. Checks should be made payable to: "AEG MANAGEMENT HCC, LLC".
3. Refund will not be considered unless filed in writing by the exhibitor **PRIOR** to the beginning of the exposition. Please allow thirty (30) days for processing.
4. A \$20.00 Service Charge will be made for each returned check.
5. A minimum of \$75.00 will be charged to move an installed line.
6. A \$125.00 charge will be made for lost or damaged telephone instruments.
7. A \$10.00 charge will be made for lost or damaged connector cords.
8. Line cancellation charges are \$50.00 before installation of a line and \$100.00 after installation of a line.
9. After event begins, there will be no cancellation of phone lines.

### USAGE CHARGES

**Local: No Charge**

**Toll-Free Line Access: \$1.00 per access**

<u>Area calling</u>	<u>Rate per minute:</u>	<u>Area calling</u>	<u>Rate per minute:</u>
Interisland	\$0.45	Australia	\$0.95
Continental U.S.	\$0.55	Canada	\$0.75
		China	\$3.50
International Region 1	\$1.75	Japan	\$1.75
International Region 2	\$2.50	Mexico	\$1.25
International Region 3	\$3.75	South America	\$1.25
International Region 4	\$4.25	South Pacific	\$2.75

### B. EQUIPMENT PROCEDURES:

1. All HCC/AEG provided material remains HCC/AEG property and must be removed only by HCC/AEG.
2. Exhibitors renting phone instruments can pick them up at the Telecommunication Service Desk.
3. Exhibitors will be responsible for the protection of any equipment rented from HCC/AEG and for returning the equipment to the Service Desk at the end of each event.
4. Rental equipment provided by HCC/AEG will remain the property of HCC/AEG.
5. Only HCC/AEG personnel are authorized to modify system wiring or cabling within the Hawaii Convention Center.
6. All equipment must comply with FCC regulations.
7. Long distance service is provided by Hawaiian TelCom.

### C. REQUIREMENTS:

1. This signed order form authorizes the Hawaii Convention Center/AEG to:
  - a. Provide services to and handle negotiations for the installation of telecommunication services and equipment. Included are rearrangements and/or disconnection of service and equipment.
  - b. Make applicable credit card charges against credit card provided.

THE HAWAII CONVENTION CENTER IS A NON-SMOKING FACILITY.