

Dear Exhibitor,

Welcome to the Duke Energy Convention Center! We're excited to have you for the upcoming **2022 Greater Cincinnati Auto Expo** clients, exhibitors and guests with an experience that goes above and beyond their expectations. We are fully committed to delivering the highest level of building management and operations in the industry.

The Duke Energy Convention Center is the exclusive utilities and carpet cleaning provider. The following services are available through the DECC: electric, electrical equipment and accessories, utilities, carpet cleaning and porter service.

Additionally, orders can be placed directly with our exclusive and preferred on-site partners:

- Spectra Food Services (exclusive)
 - Catering needs or sampling approval Kathy Heyman, Catering Sales: Manager (513) 419-7262
- Smart City (exclusive)
 - Internet (Wi-Fi) and telecommunications: Arnold Chavez, General Manager:(513) 419-7202
- Prestige AV & Creative Services (preferred in-house, onsite provider)
 - Booth / Banner hanging and AudioVisual Equipment rentals - DECC@prestigeav.com or (513) 419-7326
 - Exclusive rigging labor provider at the Duke Energy Convention Center

How to Order Electric (service and equipment), Utilities and Cleaning Services

To become more "green" and preserve the environment **we no longer use paper order forms**. Please [click here](#) to place your order. *Please note:* you will be prompted to provide your booth number, however if you do not have this information, you may still continue.

Event or Show: 2022 Greater Cincinnati Auto Expo

Advance Rate Deadline Date: Sunday, January 9, 2022

Important Note: The **advance rate deadline date** presents an opportunity to save a considerable amount of money. Orders not received prior to the advance rate deadline date will receive floor pricing.

Please be advised that the DECC does not provide drayage services, nor do we have storage space available on-site. No merchandise/freight will be accepted by DECC personnel. Please see your show management contact or coordinator for further instructions on scheduling shipments to and from the facility.

If you have questions about any of the above services, please refer to our **FAQ tab** on our website under "EXHIBITORS". Please do not hesitate to contact exhibitor services at DECC-ExhibitorServices@spectrarp.com or (513) 419-7316. We look forward to having you at the Duke Energy Convention Center. Have a wonderful event!

Sincerely,

Melissa Hephner

Exhibitor Services Coordinator

O: 513-419-7317

C: 513-375-7592

Unless otherwise specified, all power and/or utilities will be installed at a single location:
At the back of the booth (in-line or end-cap booths), or in the most convenient location for DECC. (island booths).
Service Location Labor refers to each point where services are placed within your booth. (see order form)

Please show desired service locations using legend below.

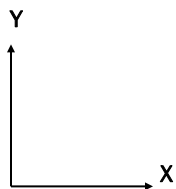
Additional charges will apply if electrical service is needed in specific/multiple location(s) within your booth and/or connection to exhibitor equipment or ran through structures.

For Additional Information please refer to DECC Terms and Conditions

Adjacent
Booth #

Adjacent
Booth #

Adjacent
Booth #



Adjacent
Booth #

(M)	(5)	(10)	(15)	(20)	△20	△30	(A)	(W)	(SR)
Main Drop	120V 5AMP	120V 10AMP	120V 15AMP	120V 20AMP	208V 20AMP	208V 30AMP	Compressed	Water	Special

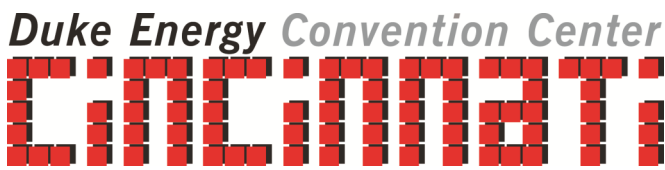
***On-site contact information will be used if our engineers need clarification on service location.**

Event: _____ Booth #: _____ Booth Size: _____ Move-In Date: _____

Company Name: _____ Email: _____

On-Site Contact: _____ Cell Phone: _____

Is your Booth Carpeted?: _____ Date of Carpet Install: _____



COMPANY:		BOOTH #	
EVENT:			
LOCATION:	DUKE ENERGY CONVENTION CENTER	DATES:	
ADVANCE RATE DEADLINE:		EVENT ID #:	
Are you submitting your order before the deadline? Y or N (21 days prior to Move-In Date)			

Electrical Services

Quantity	Item Description	Advance Price	Floor Price	Amount Due
	120 Volt 5 amp (0-500 watts)	\$65.00	\$130.00	
	120 Volt 10 amp (501-1000 watts)	\$80.00	\$145.00	
	120 Volt 15 amp (1001-1500 watts)	\$95.00	\$160.00	
	120 Volt 20 amp (1501-2000 watts)	\$110.00	\$175.00	
	208 Volt Single Phase 20 amp	\$175.00	\$350.00	
	208 Volt Single Phase 30 amp	\$225.00	\$410.00	
	208 Volt Single Phase 50 amp	\$250.00	\$610.00	
	208 Volt Single Phase 60 amp	\$375.00	\$615.00	
	208 Volt Three Phase 20 amp	\$225.00	\$525.00	
	208 Volt Three Phase 30 amp	\$325.00	\$565.00	
	208 Volt Three Phase 50 amp	\$425.00	\$840.00	
	208 Volt Three Phase 60 amp	\$500.00	\$850.00	
Total A:				

Pricing includes service for the duration of the show.

No storage or utility space is available behind your booth.

All island booths must indicate their "Main Drop" location on their floor plan. Main Drops are made from overhead/ceiling.

Is your booth 20X20 or larger?

If yes, a scaled drawing is required with submittal.

Orders will not be processed if any information is missing. All information must be received before the advance rate deadline date to receive the advance rate. See Terms and Conditions.

Don't see what you need? Call us! Additional products and services are available.

If 24 Hour Service is needed, please contact us for pricing.

Payment in full must be received before service is provided

Return completed forms to:

Attn: Exhibitor Services

525 Elm St., Cincinnati, OH 45202

Phone: (513) 419-7317 Fax: (513) 419-7327

Equipment- 7% tax is charged on all equipment rentals

Quantity	Item Description	Advance Price	Floor Price	Amount Due
	Extension Cord (Circle One): 15', 25', 50'	\$20.00	\$35.00	
	Power Strip (5 outlets)	\$20.00	\$35.00	
	Tri-Tap (3 outlets)	\$10.00	\$15.00	
	Festoon Cable (Circle One): 25', 50', 75'	\$50.00	\$75.00	
	Gaffers Tape (For purchase Only)	\$30.00	\$40.00	
	Power Disconnect Switch 480 Volt (Installation Not Included, See Labor Below)	\$100.00	\$150.00	
	Adaptors (Twist Lock, Straight Blade)	\$25.00	\$50.00	
	Adaptors (Camlock)	\$50.00	\$75.00	
Subtotal B:				
Tax (7%):				
Total B:				

Company Name: _____

Phone #: _____

Company Address _____

City: _____ State: _____ Zip: _____

Ordered By: _____

E-Mail Address: _____

***All receipts will be sent via email.**

Labor

Item Description	Advance Price	Floor Price	Amount Due
One Location Only (Complete and Submit Booth Layout Form)	\$60.00	\$90.00	
More Than One Location Within Booth (Complete and Submit Booth Layout Form)	\$40.00 Each	\$60.00 Each	
More than 10 Locations Within Booth (Complete and Submit Booth Layout Form)	\$35.00 Each	\$60.00 Each	
Technical Labor-M-F 8a-5p	\$60/HR	\$90/HR	
Technical Labor-Nights/Weekend	\$110/HR	\$125/HR	
Total C:			
TOTAL PAYMENT DUE:		\$	

Payment Type (Circle One): Visa MC Amex Check (make checks payable to Duke Energy Convention Center)

Card Holder Name: _____

Acct. #: _____

Exp. Date: _____ **Sec Code:** _____

Card Holder Address: _____

City: _____ **State:** _____ **Zip:** _____

****Card Holder Signature:** _____

Date: _____

****I also authorize any unpaid balances to be charged to the credit card provided.**

By returning this form, customer agrees to all Terms and Conditions (see Terms and Conditions). DECC reserves the right to correct orders that have been totaled incorrectly. Rates are subject to change without notice.

*Service Location Labor refers to each individual location where power is needed within your booth according to your floor plan or booth layout form submitted.

Duke Energy Convention Center



COMPANY:		BOOTH #	
EVENT:			
LOCATION:	DUKE ENERGY CONVENTION CENTER	DATES:	
ADVANCE RATE DEADLINE:		EVENT ID #:	
Are you submitting your order before the deadline? Y or N (21 days prior to Move-In Date)			

Utility Services

Item Description	Advance Price	Floor Price	Amount Due
Compressed Air 3/8" line with 1/4" Coupler <small>(Only available in Halls A/B/C on Level 1) (Pressure Regulator or Moisture Control is Not Provided)</small>	\$150.00	\$250.00	
Compressed Air 3/8" line with 3/8" Coupler <small>(Only available in Halls A/B/C on Level 1) (Pressure Regulator or Moisture Control is Not Provided)</small>	\$150.00	\$250.00	
Natural Gas Service <small>(only available in Halls A/B along column line on Level 1) *Please contact DECC Engineering prior to ordering</small>	\$225.00	\$375.00	
Water Connection 1/2" or 3/4" connection; 45-60 PSI <small>(Level 1 Only) (Garden Hose Connection-No Drain Provided)</small>	\$125.00	\$200.00	
Drain Line-1/2" or 3/4" <small>(Garden Hose Connection) (Lines May Not Cross Aisles or Doorways, Contact DECC Prior to Ordering)</small>	\$100.00	\$200.00	
Water Fill and Gravity Drain One Time Up to 100 gallons <small>(Pumping Out is Not Included)</small>	\$100.00	\$150.00	
Water Fill and Gravity Drain One Time 101-500 gallons <small>(Pumping Out is Not Included)</small>	\$125.00	\$200.00	
Water Fill and Gravity Drain One Time 501-1,000 gallons <small>(Pumping Out is Not Included)</small>	\$200.00	\$300.00	
Water Fill Additional over 1,000 Gallons <small>(Add Per Gallon)</small>	\$0.15	\$0.25	
Water Pump Out Service Using submersible Utility Pump <small>(15-20 Gallons Per Minute Capacity)</small>	\$50.00/ Per pump	\$100.00 Per pump	
		Total A:	

Carpet Cleaning

Daily Vacuuming Booth size _____ x _____ = _____ sq. ft. Advanced Price: Sq. Ft. X \$0.25 = \$ _____ Per Day Floor Price: Sq. Ft. X \$0.35 = \$ _____ Per Day Number of Days _____ Dates _____	Cost per day multiplied by the number of days will give you your total cost. Total B:
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* Please note the days you would like your booth vacuumed, and any additional special instructions.

Carpet Cleaning Services

CHARGES BASED ON GROSS SQUARE FOOTAGE OF EXHIBIT BOOTH SPACE.

Credits/cancellations for cleaning will not be considered unless filed at the Service Desk in writing prior to show cleaning.

Porter Service

Item Description	Advance Price	Floor Price	Amount Due
Porter Service*	\$25/Day	\$35/Day	
		Total C:	
Number of Days _____	Dates _____		

*Trash removal, counter wipe down, & pan/broom
*Revised-June 2019

TOTAL PAYMENT DUE: \$

Pricing includes service for the duration of the show.

No excess storage or utility space is available behind your booth.

All island booths must indicate their "Main Drop" location on their floor plan. Main Drops are made from overhead/ceiling.

Is your booth 20X20 or larger?

If yes, a scaled drawing is required with submittal.

Orders will not be processed if any information is missing. All information must be received before the advance rate deadline date to receive the advance rate. See Terms and Conditions.

Don't see what you need? Call us!
Additional products and services are available.

If 24 Hour Service is needed, please contact us for pricing.

Payment in full must be received before service is provided.

Return completed forms to:

Attn: Exhibitor Services

525 Elm St., Cincinnati, OH 45202

Phone: (513) 419-7317 Fax: (513) 419-7327

Company Name: _____
Phone #: _____
Company Address _____
City: _____ State: _____ Zip: _____
Ordered By: _____
E-Mail Address: _____
*All receipts will be sent via email.

Payment Type (Circle One): Visa MC Amex Check
(make checks payable to Duke Energy Convention Center)

Card Holder Name: _____

Acct. #: _____

Exp. Date: _____ Sec Code: _____

Card Holder Address: _____

City: _____ State: _____ Zip: _____

****Card Holder Signature:**

_____ Date: _____

****I also authorize any unpaid balances to be charged to the credit card provided.**

By returning this form, customer agrees to all Terms and Conditions (see Terms and Conditions). DECC reserves the right to correct orders that have been totaled incorrectly. Rates are subject to change without notice.

ELECTRICAL RATE SHEET

****Requests made at least 21 days in advance of the first contractual/move-in date will receive the advanced rate, otherwise the floor rate will apply. For specifications, special adapters and connections please call Exhibitor Services 513-419-7317.**

Electrical Services

Type	Advance Rate	Floor Rate
120 volt 5amp	\$65	\$130
120 volt 10amp	\$80	\$145
120 volt 15amp	\$95	\$160
120 volt 20amp	\$110	\$175
120 volt 30amp	\$150	\$250

Single Phase

208 volt 20amp	\$175	\$350
208 volt 30amp	\$225	\$410
208 volt 50amp	\$250	\$610
208 volt 60amp	\$375	\$615
208 volt 100amp	\$575	\$1070
208 volt 200amp	\$1,100	\$1,600
208 volt 400amp	\$1,350	\$1,850

Three Phase

208 volt 20amp	\$225	\$525
208 volt 30amp	\$325	\$565
208 volt 50amp	\$425	\$840
208 volt 60amp	\$500	\$850
208 volt 100amp	\$725	\$1,250
208 volt 200amp	\$1,250	\$1,750
208 volt 400amp	\$1,600	\$2,100

Connector

277/480 Volt		
20amp (L22-20)	\$500	\$750
30amp (L22-30)	\$550	\$800

No Connector

277/480 Volt		
40 amp	\$600	\$850
60 amp	\$750	\$950
100 amp	\$1,100	\$1,300

Lighting Scene	\$60	\$60
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Electrical Equipment

Type	Advance Rate	Floor Rate
Extension Cord (15', 25', 50')	\$20	\$35
Power Strip	\$20	\$35
Tri-Tap (3 outlets)	\$10	\$15
Adapters	\$25	\$50
Camlock (adapter) (Pin & Sleeve Connector Pole)	\$50	\$75
Festoon Cable	\$50	\$75
Gaffers Tape	\$30	\$40
Disconnect Switch	\$100	\$150
1 lamp pole light	\$85	\$85
2 lamp pole light	\$90	\$90
3 lamp pole light	\$95	\$95
4 lamp pole light	\$100	\$100

Labor

Type	Advance Rate	Floor Rate
One Location Only (Complete & Submit Booth Layout Form)	\$60	\$90
More than one Location Within Booth (Complete & Submit Booth Layout Form)	\$40 each	\$60 each
More than 10 Locations Within Booth (Complete & Submit Booth Layout Form)	\$35 each	\$60 each
Technical Labor (M-F 8a-5p)	\$60/HR	\$90/HR
Technical Labor (Nights/Weekends)	\$100/HR	\$125/HR

***Service Location Labor refers to the # of locations you will require power within your booth. Labor must be ordered if more than one location of electric is needed.**

**Please Note:

- Equipment is subject to applicable Ohio State sales tax (7.00%).
- Rates, equipment and/or services are subject to change prior to Licensee agreement.
- All materials and equipment furnished by the DECC shall remain the property of the DECC and shall be removed only by the DECC at the close of the show.
- Equipment not returned is subject to the rental rate plus the replacement cost.

****Requests made at least 21 days in advance of the first contractual/move-in date will receive the advanced rate, otherwise the floor rate will apply. For specifications, special adapters and connections please call Exhibitor Services 513-419-7317.**

Utility Services

<u>Type</u>	<u>Advanced Rate</u>	<u>Floor Rate</u>
Water Connection (1/2" or 3/4")	\$125	\$230
Water Fill Gravity Drain		
1-100 Gallons	\$100	\$150
101-500 Gallons	\$125	\$200
501-1000 Gallons	\$200	\$300
Over 1000 Gallons	\$200 + \$0.15 per Gallon	\$200 + \$0.30 per Gallon
Drain Line (1/2" or 3/4")	\$100	\$200
Water Pump Out (Submersible Pump)	\$50 per Pump	\$100 per Pump
Portable Sink	\$300	\$450
Compressed Air (3/8" Line with 1/4" or 3/8" Coupler)	\$150	\$300
*Only available in Halls A/B/C on Level 1		
*Pressure Regulator or Moisture Control is Not Provided		
Natural Gas	\$225	\$375
*only available in Halls A/B along column line on Level 1		
*Please contact DECC Engineering prior to ordering		

Vacuuming & Porter Services

<u>Type</u>	<u>Advanced Rate</u>	<u>Floor Rate</u>
Booth Carpet Cleaning (Sq. Ft. = Width x Depth of Booth)	\$0.25 per Sq. Ft./Day	\$0.35 per Sq. Ft./Day
Aisle Carpet Cleaning (Linear Ft. = Carpet Length)	\$0.07 per Linear Ft./Day	\$0.07 per Linear Ft./Day
Porter Service (Trash Removal, Wipe Down, Pan & Broom)	\$25 per Day	\$35 per Day

****Information about Services:**

- If 24 Hour Service is needed, please contact us for pricing.
- Carpet Cleaning charges are based on the gross square footage of the exhibit booth space.
- Rates, equipment and/or services are subject to change prior to Licensee agreement.
- All materials and equipment furnished by the DECC shall remain the property of the DECC and shall be removed only by the DECC at the close of the show.
- Equipment not returned is subject to the rental rate plus the replacement cost.

ITEMS THAT REQUIRE FIRE SPECIALIST APPROVAL:

(This form may not be required for individual booths if a significant volume of display vehicles are anticipated.)

All materials used throughout the exhibition for scenery or decoration shall be treated with an approved flame retardant product. Materials must have a certificate or receipt proving the material has been treated.

1. To use or store flammable liquids, compressed gasses or hazardous products
2. To display and/or operate any heat production, open flame, candles, lamps, lanterns, torches etc.
3. To operate any electrical, mechanical or chemical device which may be deemed hazardous by the Fire Official
4. Any auto, truck, boat, motorcycle, or other fuel propelled or powered equipment.

☐ Fire specialist must be scheduled by DECC
Event Manager to approve the stipulations below

VEHICLE INSPECTION PROTOCOL:

- ☐ Maximum amount of fuel permitted to remain in tank is 1/4 (gasoline or diesel)
 - Natural Gas Fuel Meter Required for gas leak protection
 - Gas caps must be locked or sealed
 - Batteries must be disconnected after vehicle is moved into display location
 - Drip pans or protective covers must be placed under vehicle
 - Carpet squares are required to be placed under tires on carpeted areas
 - Vehicles must be clean and dry upon arrival
 - Fueling or defueling of vehicles shall not take place in the building
 - Approval sticker must be affixed on vehicle by the Fire Department

***Duke Energy Convention Center Event Manager will establish and coordinate inspection dates and times with Fire Division and/or show management. This form may not be required for individual booths if a significant volume of display vehicles are anticipated. Show Management may have scheduled bulk vehicle inspections.*

Application for use or display of: <hr/> <hr/> <hr/>
List person who will be in charge of display and/or demonstration for your company: <hr/> <hr/> <hr/>

Quantity	Type & Description-Vehicle/Equipment (including the type and amount of fuel, chemical, etc. and number of units)

Name of Event: _____ Date of Event: _____ Booth No. _____

Company Name: _____ Phone No. _____

Company Address: _____

Ordered By: _____ Signature: _____ Date: _____

*** Approval is valid for the duration of the show or activity and is contingent on safe operation and display.
Return Form by email, fax or mail to confirm approval:*

Electrical Service

- All equipment regardless of source of power must meet federal, state and local safety codes.
The DECC reserves the right to refuse connection or to disconnect equipment deemed unsafe.
- Electrical service ordered is (1) connection point (outlet) for each service ordered. If additional outlets are needed, exhibitor may provide or rent a power strip to divide the purchased service, provided the service capacity purchased is not exceeded and safety is not compromised.
- Advance orders (*orders received 21 days in advance of move-in*) will receive priority service, however this **does not guarantee that the service(s) will be installed prior to exhibitor move-in.**
- Services ordered during exhibitor move-in may not be installed/completed before the show opens.
Orders will be processed and installations completed on a first-come, first-served basis.
- Service will be available once installed and remain on during show hours. Special arrangements for early connect and/or late disconnect must be made in advance. ***24 Hour Service available upon request**
- Unless otherwise specified, all non-vendor booth (Show Management requirements) electric and/or utilities will be installed on a time and materials basis.
Unless otherwise specified, all vendor booth electric and/or utilities will be installed at a single location (see service location fees below for specific or multiple location requirements)
In-Line or End-Cap Booth main service will be provided in the utility area behind your booth
Island Booth main service will be provided in the most convenient location for DECC installation
- Service Location Fees (apply to specific or multiple locations within booth):
Require a detailed booth layout or scaled drawing identifying
 - The "Main Drop"
 - Two dimensions (from end and side of booth) to each service location
 - The service required at each location
 - Surrounding aisle or booth numbers to determine booth orientation***Installation of services will NOT be started until this information is received**
 Refer to Online Ordering, Exhibitor Services Order Form or Show Management Rate Sheet for prevailing rates
***Note: (Additional charges apply for: Terminating connections on vendor or client supplied equipment; Running utilities through structures; or under carpet installations AFTER carpet has been installed) (Installations for other than inside standard vendor booth locations will be charged at Time and Material rates. Examples are registration areas, lead retrieval areas, meeting rooms, etc.)**
- Requests for special voltage and/or other "special requirements" must be received by DECC 30 days prior to scheduled exhibitor move-in. Requests received within 30 days of show move-in will be filled based upon equipment and labor availability.
- All material and equipment furnished by the DECC shall remain the property of the DECC and shall be removed ONLY by DECC technicians at the close of show.
- Unless otherwise directed, DECC staff are authorized to cut floor coverings to permit installation of services.
- Electrical cords must be "Hard Service" 3 wire grounded type (SO, SPT, SJO, etc.) and free of damage.
Use of open clip sockets, zip cords, latex or lamp cord wire, "romex", household extension cords or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
- All cords installed under carpet must be type SPT3 flat, 12 gauge or heavier. No round cords are permitted under carpet.
- DECC conducts an installation audit of power supplied. Clients using power or other services not ordered will be required to pay on site to continue service.
- Walls, columns and permanent building utility outlets are not a part of the booth space and are not to be used by exhibitors unless approved by the DECC.
- Obstructions blocking utility floor boxes are subject to relocation as necessary.
***No storage of any kind is permitted in utility space behind pipe and drape.**
- In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Utilities (Water, Air, Natural Gas) - *Services only available in limited areas on the 1st Floor Exhibit Halls/Loading Dock

- Water, Air, and Natural Gas are NOT available on levels 2 or 3 of the Convention Center
- All equipment, regardless of source of power, must meet federal, state and local safety codes.
The DECC reserves the right to refuse connection or disconnect if equipment is deemed unsafe.
- Where applications require regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulators, traps, separators, conditioners, etc.
- All equipment must be properly tagged or marked with appropriate requirements/tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety.
- All material and equipment furnished by the DECC for this service order shall remain the property of the DECC and shall be removed ONLY by DECC technicians at the close of show.
- Unless approved by Show Management AND our Events Services department, service required to cross an aisle will not be installed.
- In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Carpet Cleaning

- Service is based on total square footage of booth space (not carpet size) per day.
- Advance orders (*orders received 21 days in advance of move-in*) will receive priority service.
- Credit will not be given for services already completed.
- Payment in full must be received prior to service.
- In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Payment

- Service orders and payment IN FULL must be received (21) days prior to the show move-in date to receive advance rate pricing, otherwise floor rate pricing will apply.
- Payment in full is due at time services are ordered.
- Arrangements for payment of Labor & Services must be made before service is installed.
- Credit will not be given for services installed and not used.
- Claims will not be considered unless filed in writing by the exhibitor prior to the close of show.
- Our Cancellation Policy is as follows:
 - If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% refund.
 - If cancellation occurs before installation and less than 6 days prior to the first scheduled move-in day: 75% refund.
 - If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.
- Prices are based on current wage rates and subject to change without notice.



Smart City Wireless Services

Duke Energy Convention Center

Exhibitor Internet
Wireless connectivity for event facilities

Already a member?
Smart City

Email (Login)

Password

LOGIN

Pricing is for a single device
\$ 79.99 plus tax for 1 day

BUY NOW

Smart City
Leade
Telecc

Visit our Blog

WiFi Connection Guide

- Open your browser (Internet Explorer, Firefox, Safari, or other standard browser). You should see a page resembling the graphic shown.*
- If this is your initial purchase, enter your username (email address) and password in the area shown on the left and click BUY NOW. Follow additional prompts to complete your purchase or log-in. Refer to service options and limitations shown to the right.
- If you have already created an account and are returning for an additional session, click LOGIN.

*If you do not see the above screenshot when you open your browser, please refresh your browser. If you still do not see this page you may need to manually select the SSID (network name) by following your computer's procedure for viewing and selecting a wireless network. The Smart City SSIDs to look for are "Exhibitor Internet" or "Instant Internet".

Wireless Options

Depending on where you are in the facility, you will see one or both of the following SSIDs (network names). Although you may see both Exhibitor and Instant Internet, they are not actually supported in all areas. These networks are supported only in the areas designated below. Choose the option which best suits your location and requirements.

• Exhibitor Internet

Available throughout the convention center.

*Connectivity speeds up to 1.54Mbps up/1.54Mbps down.

5 GHz wireless frequency only

- 1 day for \$79.99
- 3 day for \$227.97 **5% discount**
- 5 day for \$359.95 **10% discount**

• Instant Internet

Available in the Espresso Café and on the second and third floors of the convention center.

*Connectivity speeds up to 768k up/768k down.

- 1 day for \$12.95

• Free Internet

Available in the Espresso Café, outside meeting rooms 235 & 237, and outside Junior Ballroom C & D.

*Connectivity speeds up to 256k up/256k down.

* Each purchase is limited to one device. One account cannot be shared among multiple devices simultaneously.

Questions?

For questions regarding wireless services or any of the other wired Internet and telephone services we provide, please call Smart City at 888-446-6911 or visit us online at www.smartcitynetworks.com