### \*INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN



### ELECTRICAL SERVICE CONTRACT KANSAS CITY CONVENTION CENTER



Exhib	oitor Co	mpany N	ame:		E	Booth/Room#:	Show	Name:				
Billin	g Comp	any Nar	ne:				Show Start Date: Show End Date:				IN	
Billin	a Comp	any Addi	rocc.				INCENTIVE ORDER DEADLINE:					
Dimiti	g comp						ITTEL	14 DAYS PRIO		T DAY OF SH		IN
City,	State, Z	lip:			(	Country:	On-si	te Authorized Contact:		On-site Ce		
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	GIT	20	\$300	\$370			QTY	0-1000	10	\$100	\$130	IOIAL
ASE		30	\$330	\$400				1001-2000	15	\$150	\$175	
Ηd		40	\$360	\$430				Dedicated Outlet	20	\$165	\$190	
208V 1PHASE		60	\$549	\$714							TOTAL	
<b>5</b> 0		100	\$813	\$1,057			A ser	parate outlet must b	e ordere	d for each loca	ation Addition	
		150	\$1,197	\$1,556			1100	material apply to a				
		200	\$1,428	\$1,856				AD	DITIO	NAL SERV	<b>ICES</b>	
	QTY	AMPS	INCENTIVE*	STANDARD			QTY	DESCRIPTIO	N	INCENTIVE*	STANDARD	TOTAL
SE		20	\$450	\$475			Gerr	Power Strip		\$50	\$65	TOTAL
HA		30	\$480	\$500				1 ower omp		LABOR	ψ05	
( 3P		40	\$510	\$580				Monday – Friday	/ 18·00ar		\$90	
208V 3PHASE		50	\$550	\$620				Monday - Friday			ψ/ <b>0</b>	
7		60	\$600	\$700				Weekend			\$190	
		100	\$1,239	\$1,611							TOTAL	
		150	\$1,733	\$2,253								
		200	\$2,301	\$2,991							SUBTOTAL	
		400	\$3,500	\$3,850						5% EST	IMATED TAX	
				TOTAL							AND TOTAL	

PAYMENT IN FULL IS REQUIRED WITH YOUR ORDER BY SHOW MOVE-IN. IMPORTANT: Orders will be canceled if payment has not been received by the show move-in. All orders that have been canceled and then replaced will not receive discount pricing.

I hereby acknowledge the above listed on-site authorized contact is permitted to make on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document the Customer hereby authorizes Smart City Networks to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions.

#### ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER

	Printed Name:	Signature:	Date:
(X)	(X)		//
	ur order is processed, you will receive an email imart City Networks payment portal where you can PAY VIA CREDIT CARD.	Make checks payable to Send completed orders with payment to:	SMART CITY NETWORKS 5795 W. Badura Ave, Ste 110 Las Vegas NV 89118
SmartCity.	You may reach us with questions at: Call (888) 446-6911 • Email: <u>customerservice@smartcitynetworks.com</u> Order online at: <u>orders.smartcitynetworks.com</u> Or fax order to (702) 943-6001	nCustomer Number:	ORDER NOW >

### \*INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 14 DAYS PRIOR TO 1 ST DAY OF SHOW MOVE-IN



### **AIR, WATER, DRAIN & GAS SERVICE CONTRACT** KANSAS CITY CONVENTION CENTER



Show Start Date: INCENTIVE ORDER DE. 14 DAYS PRI On-site Authorized Conto Contact Email: INCENTIVE* \$250 \$110	IOR TO 1ST DAY OF SH act: On-site Cel Cell Numb BASE \$400	<b>IOW MOVE-IN</b> Il Number:
14 DAYS PRI   On-site Authorized Contact   Contact Email:   INCENTIVE*   \$250	IOR TO 1ST DAY OF SH act: On-site Cel Cell Numb BASE \$400	ll Number: er:
On-site Authorized Conta Contact Email: INCENTIVE* \$250	act: On-site Cell Cell Numb BASE \$400	ll Number: er:
Contact Email: INCENTIVE* \$250	Cell Numb BASE \$400	er:
INCENTIVE*	<b>BASE</b> \$400	
\$250	\$400	TOTAL
\$110		
	\$137	
\$250	\$400	
\$90	\$112	
\$250	\$400	
\$90	\$120	
\$100	\$ 125	
\$150	\$180	
\$175	\$200	
\$210	\$250	
\$240	\$275	
\$500	\$550	
\$95	\$105	
\$250	\$400	
	LABOR	
-		
-	\$ 120 hr	
ived by the show move ve discount pricing. Lo permitted to make on	e-in. abor ESTIMATED 5% TAX/FEES card mart GRAND TOTAL	
i	\$90 \$60 \$75 \$100 \$150 \$175 \$210 \$240 \$500 \$95 \$250 \$250 BY SHOW MOVE ived by the show move ve discount pricing. Log permitted to make on uld result in the credit or hereby authorizes S	\$90 \$120   \$60 \$78   \$75 \$100   \$100 \$125   \$150 \$180   \$175 \$200   \$210 \$250   \$240 \$275   \$500 \$550   \$95 \$105   \$250 \$400   LABOR -   \$120 hr \$120 hr   BY SHOW MOVE IN. SUBTOTAL   ESTIMATED 5% TAX/FEES   uld result in the credit card TAX/FEES

#### ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER

Printed Name:	Signature:	Date:
(X)	(X)	//
When your order is processed, you will receive an email	Make checks payable to	SMART CITY NETWORKS
with a link to Smart City Networks payment portal where you can	Send completed orders	5795 W. Badura Ave, Ste 110

PAY VIA CREDIT CARD.

with payment to: Las Vegas NV 89118

ORDER NOW (



You may reach us with questions at: Call (888) 446-6911 • Email: <u>customerservice@smartcitynetworks.com</u> Order online at: orders.smartcitynetworks.com Or fax order to (702) 943-6001

Customer Number:

### \*INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 14 DAYS PRIOR TO 1 ST DAY OF SHOW MOVE-IN



### **INTERNET SERVICE CONTRACT** KANSAS CITY CONVENTION CENTER



Exhibitor Company Name:	E	Booth/Room#:	Show Name:			
Billing Company Name:			Show Start Date	:	Show End Dat	e:
Billing Company Address:				DER DEADLINE:		
gp,					ST DAY OF SHC	W MOVE-IN
City, State, Zip:		Country:	On-site Authoriz		On-site Cell N	
Contact Name:	Phone Number:		Contact Email:		Cell Number:	
SHARED INTERNET SERVI	CES, <u>NOT</u> FOR STREAM	ING	QTY	INCENTIVE*	BASE	TOTAL
Includes: 1 Private IP Address,	, Routers PROHIBITED and	will not work				
Shared 5 Mbps Internet Co	onnection, DHCP			\$900	\$1,170	
Additional Device(s) Per D	Device Up to 4			\$125	\$175	
DEDICATED INTERNET,		ING & WEBC	AST QTY	INCENTIVE*	BASE	TOTAL
Routers SUPPORTED						
Dedicated 2 Mbps (Include	es 3 private IPs)			\$1,800	\$2,340	
Dedicated 5 Mbps (Include	es 3 private IPs)			\$4,500	\$5,850	
Dedicated 10 Mbps (Inclue	des 5 private IPs)			\$8,000	\$10,400	
Dedicated 15 Mbps (Inclue	des 5 private IPs)			\$12,000	\$15,600	
Dedicated 20 Mbps (Inclue	des 5 private IPs)			\$14,000	N/A	
Dedicated 25 Mbps (Inclue	des 5 private IPs)			\$17,500	N/A	
Additional Device Fee				\$125	\$175	
INTERNET EQUIPMENT	& LABOR		QTY	INCENTIVE*	BASE	TOTAL
Switch Rental - up to 24 po	orts			\$185	\$225	
Patch Cable (up to 100') - (	Cat5e			\$50	\$65	
Labor / Floor Work - four	lines per hour			\$125	\$125	
Distance Fee for each Interr	net line delivered outside the fa	cility		\$500	\$500	
WIRELESS INTERNET, Fu	ll products catalog av <u>ailable</u>	online.	· · · ·			
SPECIAL QUOTE, Attachr						
hereby acknowledge the on make on-site changes to my c					SUBTOTAL	
esult in the credit card on fil Customer hereby authorizes	le being charged. Upon ex	ecution of this	document the	ESTIMATED 10	0% TAX/FEES	
erein, is authorized to requ	, , , ,					

understanding of the <u>Terms and Conditions.</u>

### ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER

**GRAND TOTAL** 

Printed Name:	Signature:	Date:
(X)	X)	//
PAYMENT IN F	ULL IS REQUIRED PRIOR TO THE EVENT	
When your order is processed, you will receive a email with a link to Smart City Networks payment pa where you can <b>pay via credit card.</b>		SMART CITY NETWORKS 5795 W. Badura Avenue, Suite 110 Las Vegas, NV 89118
You may reach us with questions at: Call (888) 446-6911 • Email: <u>customerservice@</u> Order online at: <u>orders.smartcitynetworks.com</u> Or fax order to (702) 943-6001	@smartcitynetworks.com Customer Number:	ORDER NOW >

### **"UTILITIES" FLOORPLAN WORKSHEET**

Company Name:

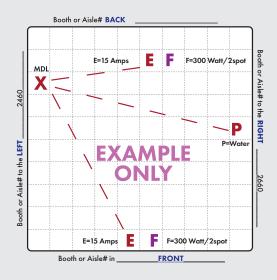
Center: Kansas City Convention Center

Show:

Customer / Ref #:

Booth/Room #:

ntion Center



**IMPORTANT!** Prior to installation of service, a complete Floorplan is required. Please utilize this grid should you not have your own Floorplan to send us. Submit a Floorplan for each service group (Electrical, Plumbing, etc) or combine all on one Floorplan. For a Floorplan to be considered complete it must include all the information listed below (Main drop "MDL", designated location of items within the booth, surrounding booths, scale-length and width). Smart City is the exclusive installer of Electrical, Plumbing, etc.

Rates include bringing services to the rear of standard booth or to the nearest floor port inside an island booth. Specific location requests and services greater than 100 Amps will incur additional charges. All work performed within booth to place services in other locations will be charged on a time and material basis. A connect and disconnect fee will be incurred for all connected services, whether connected direct or otherwise.

**Booth Orientation:** For Smart City to accurately install services a minimum of one surrounding Booth or Aisle # is required, two or more is best.

### SPECIFY YOUR DESIRED LOCATION OF SERVICES

### X = MAIN DISTRIBUTION LOCATION (MDL)

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

### **E** = ELECTRICAL POWER

Example: "E-10 Amps"

F = FLOOD LIGHTS

Example: "F-300 Watt/2 Spot"

P = PLUMBING Example: "P-Water",

"P-Compressed Air"

For Smart City to perform your floor work, you will need to indicate the location of each item you want installed. Make sure and order your floor work, flood lights and materials early and in advance of the show moving in. BOOTH SIZE \_\_\_\_ft x \_\_\_ft SCALE: 1 BOX IS = TO \_\_\_\_f BOOTH TYPE Island Inline

Booth or Aisle# BACK\_

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	•••••			 	 				Booth or Aisle# to the <b>RIGHT</b>
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### Booth or Aisle# in FRONT



You may reach us with questions at: Call (888) 446-6911 • Email: <u>customerservice@smartcitynetworks.com</u> Order online at: <u>orders.smartcitynetworks.com</u> Or fax order to (702) 943-6001



# EXHIBITOR ORDERING GUIDE

### YOUR ROADMAP TO A SUCCESSFUL EVENT



### 

### Where TECHNOLOGY Meets HOSP ALITY

### EXPERTSE WE HAVE DESIGNED & INSTALLED MORE NETWORKS FOR MAJOR TRADESHOWS THAN ANY OTHER ORGANIZATION

### FIRST CLASS CUSTOMER SERVICE

Leading up to the start of your event, our **customer service team** will work with you to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures. We understand there are a lot of moving parts when planning to exhibit at a convention and our mission to make this process as easy as possible.

It's our goal to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping ensure network reliability and the delivery of the services you need. During move-in and show days, our team is available to assist you with your ordered services.

### KNOWLEDGEABLE TECHNICAL SUPPORT

Our experienced technicians are **readily available** to perform troubleshooting, installation of additional services, relocations and much more.

Our team will be available throughout the entire event to provide you with the show experience you've always envisioned.

### REDUNDANCY OF EQUIPMENT

We always have spares on-hand and are network ready. Smart City always keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we can replace it immediately with **little to no downtime**.

### 24/7 NETWORK MONITORING

All ports on the Smart City network are **polled every minute for network stability**. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.

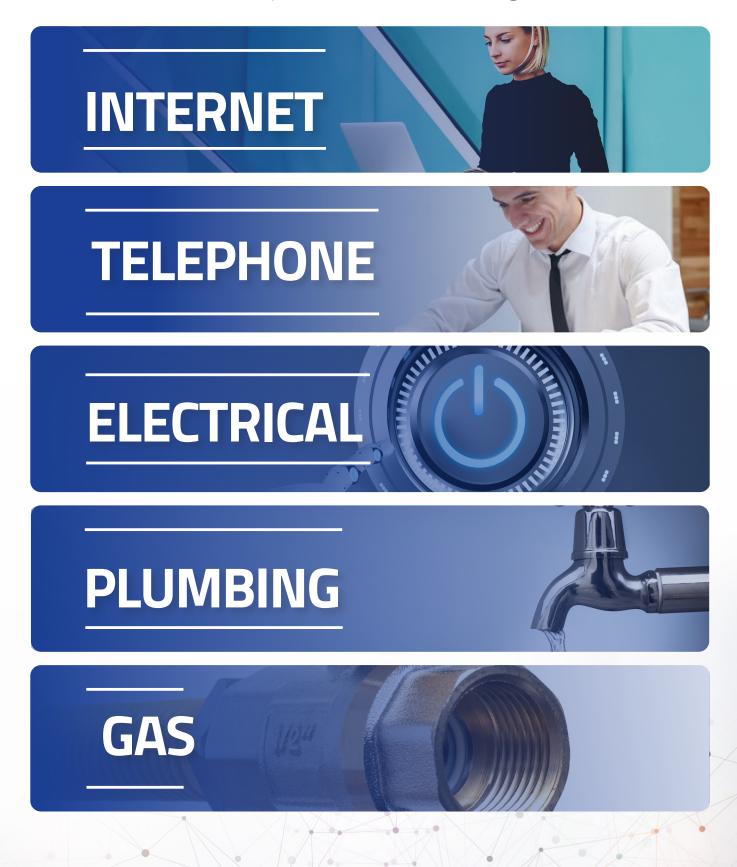




Order online at: https://orders.smartcitynetworks.com or call 888.446.6911



Is the exclusive provider of the following services:



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### Need just a **BASIC** CONNECTION?

# Our SHARED INTERNET SERVICE, ideal for LIGHT INTERNET USAGE such as

web browsing and checking email via a wired connection.

SERVICE	INCENTIVE**	BASE
Shared Internet	\$900	\$1,170
Additional Device	\$125	\$ 175
EQUIPMENT & LABOR	INCENTIVE**	BASE
Switch Rental	\$185	\$225
Patch Cables	\$50	\$65
Labor (Floor Work)	\$125	\$125

### \*<u>NOT</u> FOR STREAMING

### \*\*ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

#### **Shared Internet Includes:**

- 5 Mbps shared bandwidth for 1 device
- Routers are not permitted on this service and will not work
- Each device includes (1) Private IP Address
- Up to 4 additional IP's (devices) may be purchased separately. Additional devices share the same 5 Mbps.
- Ethernet RJ45 Hardline drop and is DHCP (plug and play)

To connect multiple devices to this service a Switch Rental, Patch Cables and Floor Work are required. If more than 5 devices are needed, another main drop (Shared Internet w/ 1 Private IP) is required. An additional 4 devices can then be added to your order.

### ORDER NOW ( >



Order online at: https://orders.smartcitynetworks.com or call 888.446.6911



# What if it's **MISSION CRITICAL?**

# Our DEDICATED WIRED SERVICES are the FASTEST AND MOST RELIABLE way

to deliver high quality experiences at your event.

	ST	REAMIN	G		
DEDICATED SERVICES	SD	HD	UHD	INCENTIVE**	BASE
*2 Mbps Dedicated	1	N/A	N/A	\$1,800	\$2,340
*5 Mbps Dedicated	2	1	N/A	\$4,500	\$5,850
10 Mbps Dedicated	3	2	N/A	\$8,000	\$10,400
15 Mbps Dedicated	5	3	N/A	\$12,000	\$15,600
20 Mbps Dedicated	5	3	N/A	\$14,000	N/A
25 Mbps Dedicated	6	4	1	\$17,500	N/A

### \*\*ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

Whether you are setting up your own booth Wi-Fi, Webcasting, HD Streaming, Gaming or require Point to Point connectivity, Dedicated Internet is the way to go!

#### **Dedicated Services Include:**

- Ethernet (1) RJ45 Hardline drop with VLAN
- Wireless and Hardline routers are permitted
- (5) Static Private IP addresses (\* comes with (3) Static Private IP addresses)
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase





Order online at: https://orders.smartcitynetworks.com or call 888.446.6911

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### NEED TELEPHONE OR CONFERENCE SERVICES?

### Our **TELEPHONE SERVICES** provide reliable **VOICE SERVICE** solutions for

Single Line and Conference calls.

VOICE SERVICES	INCENTIVE*	BASE
Single Line Telephone - Without Device	\$250	\$300
Single Line Telephone - With Device	\$275	\$345
Polycom Speaker Phone - With Device	\$465	\$575
Direct Dial	\$300	\$350

### \*ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

We have specialized in telephone services for over 30 years. Smart City provides reliable phone services with crystal clear connections. Our telephone services can be used for reception check-in, conference calls in meeting rooms and for credit card processing machines.

#### **Telephone Service Information:**

- Single Line telephones include (1) Main number and (1) rollover line
- Polycom speakerphones require power source, electrical services may need to be ordered separately
- Domestic Long Distance is included
- International calling is billed separately





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### **READY TO POWER UP YOUR EXPERIENCE?**

DUPLEX OUTLETS	INCENTIVE*	BASE
10 AMP (1-1000 Watts)	\$100	\$130
15 AMP (1001-2000 Watts)	\$150	\$175
20 AMP (Dedicated Outlet)	\$165	\$190
208 VOLT SERVICES	INCENTIVE*	BASE
20 AMP, Single Phase	\$300	\$370
30 AMP, Single Phase	\$330	\$400
40 AMP, Single Phase	\$360	\$430
60 AMP, Single Phase	\$549	\$714
100 AMP, Single Phase	\$813	\$1,057
150 AMP, Single Phase	\$1,197	\$1,556
200 AMP, Single Phase	\$1,428	\$1,856
		. ,
208 VOLT SERVICES	INCENTIVE*	BASE
208 VOLT SERVICES 20 AMP, Three Phase	INCENTIVE* \$450	
		BASE
20 AMP, Three Phase	\$450	BASE \$475
20 AMP, Three Phase 30 AMP, Three Phase	\$450 \$480	BASE \$475 \$500
20 AMP, Three Phase 30 AMP, Three Phase 40 AMP, Three Phase	\$450 \$480 \$510	BASE \$475 \$500 \$580
20 AMP, Three Phase 30 AMP, Three Phase 40 AMP, Three Phase 50 AMP, Three Phase	\$450 \$480 \$510 \$550	BASE \$475 \$500 \$580 \$620
20 AMP, Three Phase 30 AMP, Three Phase 40 AMP, Three Phase 50 AMP, Three Phase 60 AMP, Three Phase	\$450 \$480 \$510 \$550 \$600	BASE \$475 \$500 \$580 \$620 \$700
20 AMP, Three Phase 30 AMP, Three Phase 40 AMP, Three Phase 50 AMP, Three Phase 60 AMP, Three Phase 100 AMP, Three Phase	\$450 \$480 \$510 \$550 \$600 \$1,239	BASE \$475 \$500 \$580 \$620 \$700 \$1,611
20 AMP, Three Phase 30 AMP, Three Phase 40 AMP, Three Phase 50 AMP, Three Phase 60 AMP, Three Phase 100 AMP, Three Phase 150 AMP, Three Phase	\$450 \$480 \$510 \$550 \$600 \$1,239 \$1,733	BASE \$475 \$500 \$580 \$620 \$700 \$1,611 \$2,253
20 AMP, Three Phase 30 AMP, Three Phase 40 AMP, Three Phase 50 AMP, Three Phase 60 AMP, Three Phase 100 AMP, Three Phase 150 AMP, Three Phase 200 AMP, Three Phase	\$450 \$480 \$510 \$550 \$600 \$1,239 \$1,733 \$2,301	BASE \$475 \$500 \$580 \$620 \$700 \$1,611 \$2,253 \$2,991

#### POWER REQUIREMENTS EXAMPLES ON DUPLEX/120 VOLT OUTLETS

Blender	
Cash Register500 Watts	
Coffee Pot, Standard 600-1000 Watts	
Coffee Pot, Large 1500-2000 Watts	
Computer, Laptop 300-500 Watts	
Computer, Desktop 500-750 Watts	
Computer Monitor, Reg 200 Watts	
Computer Monitor, Flat 250-500 Watts	
Crock Pot 1000-1500 Watts	
Hotplate, Single Element. 1000 Watts	
Hotplate, Dual Element 2000 Watts	
Lighting, Halogen 100-500 Watts, Pe	er Bulb
Lighting, Conventional 60-250 Watts, Per	Bulb
Popcorn Maker, Small 1000 Watts	
Popcorn Maker, Large 1500-2000 Watts	
Printer, Ink Jet750-1000 Watts	
Printer, Laser 1500-2000 Watts	
Toaster 1500 Watts	
TV, Standard 200-500 Watts	
TV, LCD 500-1000 Watts	
TV, Plasma 1000-1500 Watts	

### \*ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

### TIPS:

- Rates include labor and material to bring services (up to 60 AMP) to the rear of standard booth or to the nearest floor port inside an island booth. There are additional charges for services greater than 60 AMPS.
- All other work performed within a booth to place services in other locations will be charged on a time and material basis. A connect and disconnect fee will be incurred for all connected service, whether connected direct or otherwise.
- Generators are not permitted.





Order online at: https://orders.smartcitynetworks.com or call 888.446.6911

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### ARE PLUMBING SERVICES AVAILABLE?



## Our **PLUMBING SERVICES** provide **WATER SERVICES** for sinks, pools or spas.

WATER	INCENTIVE*	BASE	
Water Connection	\$250	\$400	
Additional Connection	\$90	\$112	
DRAINAGE	INCENTIVE*	BASE	
Drainage Connection	\$250	\$400	
Additional Connection	\$90	\$120	
FILL AND DRAIN	INCENTIVE*	BASE	
1-15 Gallons	\$60	\$78	
16-70 Gallons	\$75	\$100	
71-100 Gallons	\$100	\$125	
101-200 Gallons	\$150	\$180	
201-300 Gallons	\$175	\$200	
301-400 Gallons	\$210	\$250	
401-500 Gallons	\$240	\$275	
501-1000 Gallons	\$500	\$550	
Additional 500 Gallons	\$95	\$105	
Fill and Drain one time only, labor charges apply for additional fills.			

### \*ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

### TIPS:

- Water services come from floor pockets
- If hot water is needed, rental of hot water heater is required
- Pricing includes Labor and Material for each service





Order online at: https://orders.smartcitynetworks.com or call 888.446.6911



### DO WE OFFER COMPRESSED AIR?

### Our **PLUMBING SERVICES** provide reliable **COMPRESSED AIR** and **GAS** for Robotics, Pneumatic Tools and Machinery.

COMPRESSED AIR	INCENTIVE*	BASE		
Compressed Air Connection	\$250	\$400		
Additional Connection	\$110	\$137		
For any compressed air special requirements please call for quote.				
GAS	INCENTIVE*	BASE		
Gas Connection	\$250	\$400		

### \*ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!

• Labor and Material not included with any plumbing services





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### Frequently Asked Questions

### DOES SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI?

Yes! Smart City Networks provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to approximately 30 million guests, visitors, and attendees at our convention centers throughout the country. There is no requirement to purchase a Smart City Networks service in order to take advantage of the complimentary Wi-Fi.

### WHY DOESN'T SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI IN THE EXHIBIT HALLS?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

### WILL MY PERSONAL HOTSPOT (MI-FI) WORK IN YOUR BUILDING?

Yes – however, the capability of your personal mobile hotspot is limited by your cellular carrier by the spectrum and Internet bandwidth capacity they have made available. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). It is important to remember that your personal mobile hotspot is obtaining a wireless signal from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network. In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or if you choose, you can purchase an upgraded package based on your service requirements.

#### WHAT MUST BE IDENTIFIED ON MY FLOORPLANS?

Floor plans should include the surrounding booth numbers for orientation, measurements and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables. Please reference Smart City's Communications Floorplan Worksheet.

#### TIP: Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floorplan prior to the first day show move-in to avoid any additional labor charges.



Order online at: https://orders.smartcitynetworks.com or call 888.446.6911

### **DO YOU OFFER INCENTIVE RATES?**

Yes! Orders received along with payment by the incentive deadline date will receive our early incentive pricing.

### WHY ARE ROUTERS NOT ALLOWED ON A SHARED NETWORK?

Many times, Smart City has found that routers on a shared network are installed incorrectly, which can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

### CAN I PROVIDE MY OWN SWITCH AND/OR CABLING?

Yes, you can provide your own switch and patch cables for in booth cabling. Unless otherwise mandated by the venue.

**Please Note:** Connectivity can be guaranteed only to the point where Smart City Networks' services originate in the booth. Smart City Networks cannot guarantee service on customer/exhibitorprovided cable(s) and/or equipment. Any request for trouble diagnosis or problem resolution found not to be the fault of Smart City Networks (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

#### HOW MUCH BANDWIDTH DO I NEED?

To identify how much bandwidth you should require, please reach out to a technical representative in your organization, review your program specifications listed with any demonstrations or downloads you plan to run.

#### WHAT DOES SD, HD, AND UHD STAND FOR?

SD, HD, and UHD are the abbreviated names of three video streaming formats. The basic difference between each of the formats is the number of pixels comprising the video image. The greater the pixel count the sharper and more detailed your video will be.

FORMAT	RESOLUTION	BANDWIDTH REQUIRED
Standard Definition (SD)	720x480	3.0-5.0 Mbps
High Definition (HD)	1280x720 & 1920x1080	5.0-8.0 Mbps
Ultra High Definition (UHD)	3840x2160	25 Mbps



### Our Promise ★ ★ ★ ★

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Smart City Networks is "Where Technology Meets Hospitality". By anticipating and responding to our clients' needs, we continue to lead the nation in providing quality advanced technology and telecommunication solutions to the trade show and event industry. We work to build personal relationships with our clients because excellent service requires an exceptional and long-lasting commitment.

### "IN A HECTIC WORLD, WE PROVIDE PEACE OF MIND."