



## **UTILITIES/TECHNICAL SERVICES RULES & REGULATIONS**

### **Rate Policy**

1. ADVANCE RATES require that Order Forms AND full payment MUST be postmarked or received a minimum of fourteen (14) calendar days PRIOR TO the first day of the show. FLOOR RATES will apply after the deadline.
2. All order forms must be complete for service to be scheduled. Incomplete order forms may result in delayed processing and a possible delay of service installation.
3. Prices are for a four (4) day show. For shows over 4 days, add 25% for each additional day.
4. 24-hour service will be charged at 150% of the applicable rate.
5. Rates quoted for all connections include bringing the service to the booth in the most convenient manner and do not include connecting any equipment or any special wiring, plumbing, or other materials required for final operation of equipment.
6. All equipment connections or additional wiring, plumbing, etc. will be charged on a time (1 hour minimum) and material basis.
7. Requirements for connections at specific locations within the exhibitor's space must be communicated in writing along with a floor diagram indicating connection locations. Additional labor will be charged on an hourly basis (1 hour minimum) and payment must be made at the time services are rendered.

### **Cancellation Policy**

1. Notification of cancellation of services must be remitted IN WRITING a minimum of 14 CALENDAR DAYS PRIOR to the first scheduled show date to receive a refund.
2. No refunds will be given for services order and installed but not used.
3. Claims for misdelivery or non-delivery of services will not be considered for refund unless reported to the Service Desk PRIOR to the close of the event.

### **Payment Policy**

1. 100% payment (in U.S. currency ONLY) must accompany each order. Advance payment may be made using cash, company check, money order or credit card. No personal checks will be accepted. Absolutely no checks will be accepted after the 14-day deadline. All service orders received after the 14-day deadline date must be paid using cash, credit card, certified check or money order. Credit Cards accepted: Visa, MasterCard, AMEX and Discover.
2. Payment for additional services required beyond standard booth connection, or for services requested upon arrival, must be made in advance. No services will be rendered without prior payment.

### **General Policies**

1. Advance orders will receive priority service.
2. Rates quoted for all connections cover bringing one service to the booth in the most convenient manner and do not include connecting equipment or wiring.
3. Utilities and technical services will be available during move-in, and on show days they will be turned on one hour prior to the show opening time and will be turned off thirty minutes after show closing time. If utilities are required prior to or after these times (e.g. twenty-four hour electrical service), prior arrangements must be made.

### **General Policies (cont.)**

4. Qwest Center Omaha employees are the only persons permitted to make connections to building equipment. Any Exhibitor accessing floor boxes, electrical panels, or other equipment belonging



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- to Qwest Center Omaha will be subject to removal from the building. Any damages caused by the Exhibitor will be charged accordingly.
5. Utility requirements crossing aisles will only be installed by Qwest Center Omaha personnel and then only as agreed upon by show management and as approved by the Fire Marshall.
  6. All materials and equipment furnished for utility and technical services shall remain the property of MECA and shall be removed ONLY by Qwest Center Omaha personnel at the close of the show.
  7. Any Qwest Center Omaha materials or equipment removed from the premises or damaged will be charged accordingly.
  8. Unless otherwise directed, Qwest Center Omaha personnel are authorized to cut floor coverings to permit the installation of service.
  9. All services shall be used by the Exhibitor in the manner intended. Services may be disconnected if MECA has reason to believe that services are being used inappropriately.
  10. The liability of MECA and the City of Omaha shall be exclusively limited to the refund of charges in the event of misdelivery or non-delivery of equipment and services. Any and all incidental, actual, or consequential damages related to the misdelivery or non-delivery of such equipment and services are hereby waived by the users of such services.

### **Telephone Service**

1. Analog and digital service is available.
2. All lines provide for unlimited local calling.
3. Domestic (US) long distance calls will be billed at \$.15 per minute. Dial "9" to access an outside line.
4. A \$25.00, non-refundable deposit will be required in advance for long distance access.
5. Exhibitors requesting long distance service must have a credit card on file with the Service Desk prior to service being activated. Any long distance charges incurred in excess of the \$25.00 deposit will be charged to this credit card at the end of the show.
6. International calling is available by contacting the Qwest Center Omaha Information Technology department.
7. Qwest Center Omaha is not responsible for incompatibility issues with customer or third party equipment.

### **Internet Service**

1. Due to the shared nature of the Qwest Center Omaha broadband internet service, MECA will not be responsible for the security or loss of data. Private connections such as VLANs and dedicated T-1s are available and listed on the order form.
2. An Intrusion Detection System (IDS) is utilized to monitor the Qwest Center Omaha network. Any Exhibitor found attempting to gain access to unauthorized network resources will be disconnected immediately and subject to removal from the building.
3. Wireless networks are strictly forbidden without the express written permission of MECA.
4. Qwest Center Omaha is not responsible for incompatibility issues with customer or third party equipment.
5. High-Speed Internet connectivity provided includes web browsing and internet e-mail. Other services (i.e. VPN, Video/Audio Conferencing, Corporate E-Mail access, etc.) must be requested, configured and tested at least one (1) day prior to day of Event. Please contact the Information Technology Department with any questions or to request additional services.



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### **Electrical Service**

1. All equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
2. A standard electrical outlet consists of a double female outlet.
3. All connections must conform to the National Electric Code, City Code, and Qwest Center Omaha regulations.
4. Cords (120v) on Exhibitor equipment must be three-wire grounding type.
5. Exhibitors found using power where no outlets have been ordered prior to the show are subject to 150% charge of the "floor rate" for all outlets used. Electrical audits will be performed throughout the show.

### **Water Service**

1. All equipment must have inlet and outlet properly tagged.

### **Compressed Air Service**

1. Qwest Center Omaha is not responsible for moisture or water in the air lines. Exhibitors should supply their own filter or other equipment to handle moisture or water.

### **Natural Gas Service**

1. All gas connections must be made by Qwest Center Omaha personnel.