

# BoCo Enterprises Internet and Connectivity Form

Phone: (248) 348-5600 – Fax: (248) 380-3005 – Email: tfreytag@suburbanshowplace.com

<b>Event Name:</b> _____ <b>Event Start Date:</b> /    / _____ <b>Event End Date:</b> /     / _____ <b>Booth/Room #:</b> _____ <b>On-Site Contact:</b> _____ <b>Cell #:</b> _____ <b>Email Address:</b> _____	<b>Company Name:</b> _____ <b>Billing Name:</b> _____ <b>Billing Address:</b> _____ <b>Billing Address:</b> _____ <b>City:</b> _____ <b>State:</b> _____ <b>Zip:</b> _____ <b>Country:</b> _____ <b>Phone #:</b> _____
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ALL SERVICES FOR TECHNICAL SUPPORT AND LEVELS OF CONNECTIVITY LISTED BELOW ARE SUBJECT TO AVAILABILITY.  
 ALL CONNECTIONS LISTED ARE INTENDED FOR ONE DEVICE ONLY AND NO SPLITTERS, ROUTERS, OR OTHER WIRELESS DEVICES ARE ALLOWED  
 WITHOUT WRITTEN CONSENT FROM BoCo ENTERPRISES

### BASIC INTERNET SERVICE

Wireless is available via access through the splash page when onsite, log on and follow instructions for services starting at \$20/day.  
 Basic Internet Access is intended for the limited purses of checking e-mail, basic social networking, and simple web browsing. It is intended for **ONE** device  
 ONLY. It is not intended for large file transfers, establishment of networks or connection of multiple computers and is

**NOT INTENDED FOR SECURE CREDIT CARD PROCESSING.**

### WIRELESS CONNECTIVITY – ONE DEVICE ONLY

Bandwidth (Shared)	Quantity	Advance	Floor	Total
Up to 1.5 Mbps		\$ 250	\$ 300	
Up to 5 Mbps		\$ 300	\$ 375	
Up to 10 Mbps		\$ 400	\$ 500	

### INTERNET VIA HARDLINE\*\*

#### Shared Bandwidth Hardline

Bandwidth	Drop	Advance	Floor	Total
Up to 1.5 Mbps	One drop for up to <b>3</b> devices*	\$ 335	\$ 385	
Up to 5 Mbps	One drop for up to <b>5</b> devices*	\$ 435	\$ 510	
Up to 10 Mbps	One drop for up to <b>10</b> devices*	\$ 535	\$ 635	

\*A rental switch is **required** for multiple connections.

#### Dedicated Bandwidth Hardline

Bandwidth	Drop	Advance	Floor	Total
1.5 Mbps One drop for up to <b>3</b> devices (includes 1 public IP and 1 router)		\$ 800	\$ 850	
5 Mbps One drop for up to <b>5</b> devices (includes 1 public IP and 1 router)		\$ 1,000	\$ 1,075	
10 Mbps One drop for up to <b>10</b> devices (includes 1 public IP and 1 router)		\$ 1,200	\$ 1,300	

With the purchase of dedicated bandwidth, routers and switches are provided, NO unauthorized routers or outside devices are allowed.

\*\*The user must obtain **ONE HOUR MINIMUM** of technical support to assist in the configuration and connection of the user's device(s).

### GREATER BANDWIDTHS (HIGHER THAN 10MB) ARE AVAILABLE BEYOND THOSE LISTED

Additional Products and Services	Quantity	Advance	Floor	Total
Additional public IP Address		\$ 150	\$ 200	
Patch Cables- Up to 50'		\$ 100	\$ 150	
Switch Rental		\$ 50	\$ 75	
Router		\$ 100 and up	\$ 150 and up	
Labor/Floor work		N/A	\$ 99/hr	

**INTEGRATED OR BUILT IN EQUIPMENT—PLEASE COMPLETE THE "EXHIBITOR INTERNET INFORMATION FORM" ON PAGE 2  
 CONTACT TERRI FREYTAG FOR PRICING**

Internal Use Only

<b>SUBTOTAL:</b>	
<b>GRAND TOTAL:</b>	

**By signing below Customer accepts the BoCo Enterprises Terms and Conditions (page 3)**

<b>Customer</b> —Print Authorized Name	<b>Customer</b> —Authorized Signature	Date
<b>BoCo Enterprises</b> —Print Authorized Name	<b>BoCo Enterprises</b> —Authorized Signature	Date

**Payment Type:** Please select one. Credit card payments appear as "BoCo Enterprises" on monthly statements.

**Check** Payable to: **BoCo Enterprises**      Mail to: **ATTN: Terri Freytag, BoCo Enterprises, 46100 Grand River, Novi, MI 48374**

By signing this Agreement, Customer agrees that BoCo Enterprises may store Customer's credit card information and Customer hereby authorizes BoCo Enterprises to use Customer's credit card information for future orders which are signed by an authorized representative of Customer. No order is complete until both parties have signed.

**Credit Card**     **Amex**     **MC**     **Visa**    **Credit Card #:** \_\_\_\_\_    **Ex. Date:** \_\_\_\_\_    **Security Code:** \_\_\_\_\_

Card Holder Name (print)	Card Holder Name (signature)	Date

# Exhibitor Internet Information Form

<b>Event Name:</b> _____	<b>Company Name:</b> _____
<b>Event Start Date:</b> /    /	<b>Billing Name:</b> _____
<b>Event End Date:</b> /     /	<b>Billing Address:</b> _____
<b>Booth/Room #:</b> _____	<b>Billing Address:</b> _____
<b>On-Site Contact:</b> _____	<b>City:</b> _____ <b>State:</b> _____ <b>Zip:</b> _____
<b>Cell #:</b> _____	<b>Country:</b> _____
<b>Email Address:</b> _____	<b>Phone #:</b> _____

Per your event, there are two Internet Options available, please complete the form below to the best of your abilities so we can best facilitate your internet experience, here at the Suburban Collection Showplace.

Please **contact Charles Lewis** at [support@ccslc.net](mailto:support@ccslc.net) with any questions or concerns you may have while completing this form.

**When purchasing the Wireless Option please complete the information below:**

- Most hotspots and older wireless routers and access points use the “b” standard of wireless communications.
- During an event this causes a lot of interference issues when they are in close proximity to each other since there are only 3 channels that can be used, please reference table below.
- The facility cannot guarantee wireless signals with all the interference issues in this range.
- If you have to use a wireless connection we recommend you use the “a” protocol.\*

Wireless Standard	# Of Channels	Frequency	Speed
802.11a	12	5 GHz	54 Mbps
<b>802.11b</b>	<b>3</b>	<b>2.4 GHz</b>	<b>11 Mbps</b>
802.11g	3	2.4 GHz	54 Mbps
802.11n	12	2.4 or 5 GHz	600 Mbps (theoretical)
802.11ac	24	5 GHz	1.3 Gbps

\*If your hardware has the capability of “n” or “ac”, please contact support at [support@ccslc.net](mailto:support@ccslc.net).

**Customer Supplied Wireless Questions** [Please circle one of the options]

What protocol does your wireless equipment support? (Ex: a, b, g, n, ac)	_____
Is your wireless equipment also acting as a router or an access point?	Router                  Access Point
Does your wireless equipment have the capability to turn down the broadcast signal strength?	Yes                          No
During the event if you have to use the b protocol in your router, may we have access to the router?	Yes                          No (If yes, please provide a username and password below) Username:                          Password:
What wireless encryption protocols does your equipment support?	WPA2 + AES WPA + AES WPA + TKIP/AES (TKIP is there as a fallback method) WPA + TKIP WEP Open Network (no security at all)

**When purchasing the Hardline Option, please complete the information below:**

The hardline connections for the facility are 10/100 connections and the backbone is fiber.

**Customer Supplied Equipment “Hardline” Questions** [Please circle one of the options]

What speeds does the equipment support?	10/100/1000
Do you need special VLAN’s?	Yes      No
Do you require multiple hardline connections?	Yes      No
Do you need a switch?	Yes      No      (If yes, how many ports are needed? _____)

**When determining the Speed Requirements, please complete the information below:**

The internet feed to the building is fiber and has a capability of 100/100 Mbps max speed.

**Customer Requested Internet Speeds** [Please circle one of the options]

Which speed will you require?	1.5, 5, 10, 15, 20, 30, 50, 50+
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**Integrated/Built In Equipment:**

Please email Charles Lewis ([support@ccslc.net](mailto:support@ccslc.net)) stating your requirements and business case.

**BoCo ENTERPRISES**  
**TERMS & CONDITIONS FOR TECHNOLOGY SERVICES**  
**BoCo Enterprises-Suburban Collection Showplace**

1. **BoCo ENTERPRISES INTERNET/DATA SERVICES:**
  - A. Due to the nature of the Internet, **BoCo Enterprises cannot guarantee any level of performance or accessibility beyond our gateway.**
  - B. **Internet speeds are best effort and not guaranteed.**
  - C. BoCo does not guarantee the safety or security of equipment, software, or proprietary information connected to or carried over services installed by BoCo and/or its sub-contractors.
2. **BoCo PROVIDES LIMITED FIREWALL SECURITY AND NO ANTI-VIRUS PROTECTION ON OUR NETWORK.** CUSTOMER IS RESPONSIBLE FOR PROVIDING THEIR OWN FIREWALL SECURITY AND ANTI-VIRUS SOFTWARE.  
BoCo is not responsible in any way for damage to equipment or software, loss of proprietary information or network delays or interruptions caused by unauthorized security breaches or intrusions.  
*Customer may be held liable for any damages to equipment, software, or proprietary information, or any damages due to network delays, interruptions, troubleshooting, and/or repair if the origin of a security breach or intrusion is determined to have originated from their device. BoCo strongly advises every customer to take proper measures to protect their own equipment and software.*
3. **CUSTOMER INTERNET/DATA RESPONSIBILITIES:**
  - A. **BoCo REQUIRES THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE BoCo NETWORK.**
  - B. AT NO TIME will a client power up any wireless device not provided by BoCo without prior authorization.
  - C. AT NO TIME, while connected to the BoCo network, will the client use/run their own DHCP server.
  - D. Customer must provide a list of all required connections including exact location (exhibit booth number, meeting room number, etc.) and type of device being connected (switch, router, hub, PC, etc.)
  - E. Any customer device that is determined to be causing interference with the normal operation of the BoCo network must, at BoCo's request, be immediately disabled or disconnected from the network.
  - F. Customer must provide equipment that is properly configured and equipped. In the event that BoCo configures any of Customer's hardware and/or software so that the Customer may use the Services, such configuration shall be undertaken with reasonable care and in keeping with standard industry practices. Under no circumstances shall BoCo be liable to Customer for any damage caused by such configurations, and BoCo makes no representation or warranty that any such configured hardware or software shall be in fact be compatible with the Services or returned to its original condition or configuration at any time. Any re-configuration of Customer's hardware and/or software shall be undertaken by the Customer at its sole risk and expense.
  - G. **Internet user** has full, unrestricted access to the Internet. Matters considered improper, offensive, or even unlawful by groups or individuals are not the responsibility of BoCo.
  - H. **Customer is responsible** for the proper configuration of customer provided equipment and software for Internet services, etc. Customer is responsible for all services outside of basic Internet connectivity including e-mail, VPN, FTP, web services, etc.
4. **OTHER REQUIREMENTS** over and above what is listed on this form should be attached and returned to the Suburban Collection Showplace.
5. **INDEMNIFICATION AND LIMITATION:** BoCo's obligations under this Agreement are subject to limitation, and BoCo and/or its subcontractors shall not be liable for delays, failure to perform, or destruction or malfunction of the equipment and service, or any consequences of the above, caused, occasioned or due to fire, flood, water, the elements, labor requisition, shortages, utility curtailment, power failure, explosions, civil government requisition, shortages of equipment or supplies, unavailability of transportation, acts of omissions of anyone other than BoCo, its representatives, agents, subcontractors, or employees, or any other cause beyond BoCo's reasonable control. In no event shall BoCo be liable to the customer or to any other party for special, collateral, exemplary, indirect, incidental or consequential damages. Such excluded damages include, but are not limited to loss of profits, loss of use or interruption for business, or there consequential or indirect economic loss. Customer/user hereby indemnifies BoCo harmless from any and all liability, damages, or costs arising from the providing of these services or equipment.
6. **SHARING PROHIBITED:** These connective services are to be provided by and are not to be shared with other customers. Any customer sharing communication services without written authorization from BoCo will be charged for that service and standard rates on a complete second Service Order Form. All additional charges will be billed to the authorized credit card at the close of the event.
7. **BoCo EXCLUSIVITY:** Only BoCo Personnel are authorized to modify system wiring and cable. All material and equipment furnished for this service contract shall remain property of BoCo.
8. **EQUIPMENT COMPLIANCE REQUIREMENT** must comply with FCC regulations and be configured to operate with "dial 9" service. BoCo reserves the right to limit use of outside communication devices, including wireless devices.
9. **CHARGES SUBJECT TO CHANGE:** Prices for labor, equipment and services are based upon current wage rates and are subject to change without notice. Rates quoted for all connections cover only bringing one service to the event space in the most convenient manner and do not include connection of customer owned equipment.
10. **EQUIPMENT PROCEDURES:**
  - A. **Customer is responsible** for returning all equipment issued by or rented from BoCo in good condition to the BoCo Personnel or by making arrangements through the assigned Event Coordinator for the return or rented/issued equipment.
  - B. Lost, stolen, or damaged equipment will be charged to customer's authorized credit card at prevailing rates.
11. **PAYMENTS & REFUNDS:**
  - A. **Payment in full** is required before service can be connected, once ordered there are no refunds for services. The "**Payment Options**" section on the Service Order Form must be completed on every service order. By providing an authorized signature on the front of this form, you authorize BoCo to charge the amount due as pre-payment for services ordered, as well as any charges incurred for additional services ordered during the event, to the authorized credit card.