

# TELEPHONE SERVICES



Company Name \_\_\_\_\_ Booth / Room \_\_\_\_\_  
 Address \_\_\_\_\_  
 City, State, ZIP \_\_\_\_\_  
 Onsite Contact \_\_\_\_\_ Phone \_\_\_\_\_  
 Ordered By \_\_\_\_\_ Phone \_\_\_\_\_  
 Email Address \_\_\_\_\_  
*receipts and order information will be emailed to this address*

## TELEPHONE LINE

**Analog Telephone Line:** Dedicated telephone number. \_\_\_\_\_

You must dial a "9" to place a call. A standard single-line handset is provided upon request. Two-line handsets and conference sets can be rented for an additional fee.

Primary use for this line is (circle one): Telephone Fax Line Credit Card Line

*Lines are VoIP converted to analog. They may not work on older credit card or fax machines. Limited number of POTs lines available.*

Do you require a telephone handset (circle one)? Yes / No If yes, number of telephone handsets required? \_\_\_\_\_

*Handsets will be delivered at the time of installation and picked up during move-out. If you need to return your handset early, it can be dropped off at the Salt Palace Business Center or the Salt Palace Security office at any time.*

**Digital telephone lines are also available. Call (385) 468-2229 or email [facilityservices@saltpalace.com](mailto:facilityservices@saltpalace.com) for a quote.**

## PROGRAMMING OPTIONS

**Toll Restriction:** (Calls are restricted to local, "800" and credit card calling only) \_\_\_\_\_

\$15.00 / \$30.00

**Hunt:** (An incoming call will "hunt" or rollover to another line when busy or unanswered) \_\_\_\_\_

\$15.00 / \$30.00

*Must order at least two analog lines to use this service.*

**Call Waiting:** (An alert will sound if there is a second incoming call on the line) \_\_\_\_\_

\$15.00 / \$30.00

**Call Transfer:** (Ability to transfer a current call to another phone number) \_\_\_\_\_

\$15.00 / \$30.00

**Voicemail Box:** (voicemail service with personal greeting and security password) \_\_\_\_\_

\$50.00 / \$75.00

*Need an option not listed? Call the Facility Services office for information on additional programming options.*

## TELEPHONE EQUIPMENT

**Two-Line Telephone Handset:** (Single handset that can accommodate up to two analog lines) \_\_\_\_\_

\$50.00

**Polycom Conference Telephone Set:** (Conferencing telephone set for group calls) \_\_\_\_\_

\$125.00

## SCHEDULING & PLACEMENT

**Install Date & Time:** \_\_\_\_\_

**Uninstall Date & Time:** \_\_\_\_\_

A floor plan is required to be submitted with each order. If we do not receive a drawing, our technicians will drop service in an area of the booth or room that they deem to be most convenient. There is a \$75 fee to relocate a line once it has been placed.

## TOTAL

*Tax of 6.85% will be added for telephone lines and telephone equipment.*

*\*To qualify for the discount rate, order and payment must be received a minimum of 10 days prior to event move in (before 2/20/17). Visa, MasterCard, American Express, Discover Card and company check accepted. A 3.5% convenience fee will be applied to credit card purchases.*

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CCV: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

*I have read and agree to the terms and conditions as outlined on the reverse side of this form.*

**Submit this form to:**  
**385-468-2171 (fax)**

**or mail to:**  
**Salt Palace Convention Center, Attn: Facility Services**  
**100 S. West Temple, Salt Lake City, UT 84101**

**or order online at:**  
**[saltpalace.com](http://saltpalace.com) > OrderServices**

For more information, give us a call >>> Facility Services Department (385) 468-2229

## GENERAL CONDITIONS & REGULATIONS

1. The Salt Palace Convention Center (hereafter referred to as "SPCC") is the exclusive provider of all telephone, Internet and network services (wired and wireless) and Business Center sales within the facility.
2. Purchase and use of the SPCC services is limited to exclusive use by ordering client, their employees and guests. Resale or other unauthorized distribution of these services is prohibited.
3. Rates are subject to change.
4. Quantities of some services are limited. Please order early to ensure availability. Orders will be filled on a first come, first served basis.
5. All services will be installed during designated move-in times. Installation will be finalized once the event floor is clear of freight and other obstacles. Services will be disconnected on the last day of the event, 30 minutes after the official closing time.
6. All prices are for rental of materials and equipment. Materials and equipment used in installation remain the property of the SPCC.
7. A replacement fee will be assessed on rental equipment that is damaged or not returned. Equipment can be returned to the Security Office or the Business Center at any time.
8. The SPCC is not responsible for the installation, programming or performance of personal (non-Salt Palace) equipment. Additional labor cost may be applied if assistance is required for installing or troubleshooting of personal equipment if the problem is found not to be the fault of the SPCC.
9. Under no circumstances shall anyone other than SPCC technicians do any special wiring in the convention center without prior written approval. Telecommunication services ordered by outside providers will be placed in the Facility Services Switch Room (MDF). These services will be extended to desired location by Salt Palace technicians. These services will be assessed co-location fees for service plus wiring and labor.
10. A drawing indicating service placement(s) is required to be submitted with all wired Internet, engineering and telephone orders. If a drawing is not received, SPCC technicians will drop service in an area of the booth or room that they deem to be most convenient. There is a \$75 fee to relocate a line once it has been placed.
11. Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, over-head drops and/or special set-up or installation of client equipment. Additional labor charges will be assessed when special services are required.

## RATES & PAYMENTS

1. Payment for services must accompany all orders and be paid in full before service is installed. All payments are in US Dollars.
2. The discount rate is available until 10 days prior to the first move-in day of the event. Orders must be complete and paid in full by that date in order to qualify.
3. A 3.5% convenience fee will be applied to orders paid by credit card.
4. Company checks are to be made payable to "Salt Palace Convention Center." No personal checks accepted.
5. A notice to confirm your order will be emailed within (5) business days of receipt of the order. Copies of all charges will be emailed upon completion.
6. Disputes concerning service must be filed with the Facility Services Department prior to the close of the show. Disputes will be resolved by the SPCC in a timely manner.
7. Notification of cancellation must be received, in writing, a minimum of 10 days prior to move-in. Cancellation received fewer than 10 days prior, but before installation begins, will be assessed a 20% cancellation fee.
8. Credit will not be given once service has been installed. Any changes to your order after it has been installed will be assessed a minimum charge of \$75.00 per line.

## INTERNET SERVICE TERMS

1. 3. Internet service is delivered to a single location within your booth or room. If you have purchased wired access for more than one computer, you will need a switch and patch cables for each device. The SPCC has this equipment available for rent.
2. User names/passwords and IP's are assigned approximately one week prior to each event. This information will be made available to you at your booth/room, the Facility Services service desk or through the Salt Palace Business Center. It can also be emailed to you upon request.
3. Services that use public IP's require "Administrator Privileges" in order to enter the IP address in the computer's settings.
4. Wired Internet service can extend up to 30' from the original drop location as long as cabling is sufficiently secured and stays within your contracted space. Otherwise, an additional Internet drop will be required. Fees for a second Internet service will apply.
5. The SPCC cannot guarantee the performance or accessibility of services beyond the SPCC's gateway.
6. Most VPN (virtual private network) connections are supported through the wired system with direct access via a public IP address. However, corporate policies may restrict access or require additional support from your corporate IT professionals. The SPCC recommends testing VPN services prior to the event to ensure compatibility.

## WIRELESS (WI-FI) SERVICE TERMS

1. All services are tested once installation is completed. Performance reports and other stats for wireless Internet services are kept on file for up to three months and can be issued upon request.
2. The SPCC wireless services offer basic access to the Internet over a 300 Mbps shared Ethernet connection. Bandwidth may be shared with other events in the facility. Increased shared or dedicated bandwidth for a custom network is available upon request.
3. Network bandwidth and connections speeds will vary. The actual bandwidth received depends on a variety of factors such as: the number of users on the network at any given time; the equipment being used; and the size of the upload or download.
4. Wireless service is inherently vulnerable to interference from equipment and devices that transmit similar radio frequencies, operate within the same frequency spectrum or have the ability to corrupt wireless frequencies. The SPCC cannot guarantee that interference will not occur.
5. Due to the temporary nature of events, wireless interference may arise due to physical obstructions, network congestion, etc. The SPCC will make every attempt to help clients anticipate and resolve these issues, but there is no guarantee that interferences will not occur.
6. Credit will not be given for decrease of wireless performance due to event-generated interference.

**The SPCC does NOT recommend wireless service for critical event services such as product presentations, on-line sales or demonstrations. For these and other critical activities, the SPCC recommends purchasing wired service.**

## INTERNET SECURITY

1. The SPCC does not provide security, such as firewalls, anti-virus etc., on its Internet services. It is the sole responsibility of the customer to provide their own necessary security precautions. The SPCC is not responsible for any damages arising from the use of non-secured devices on the network.
2. The SPCC recommends that all devices directly or indirectly accessing the network have the latest virus scan software, security updates, system patches and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device which adversely affects the SPCC network may cause service interruptions to yourself and others which can lead to disconnection of your equipment from the network, with or without prior notice, at the SPCC's discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and/or problem resolution.
3. The SPCC is not responsible for wireless networks that it does not own or manage.

## LEGAL USE OF INTERNET SERVICES & LIMITATION OF LIABILITY

1. Any illegal usage of SPCC services including transmission, distribution or storage of material or conduct in violation of any applicable local, state, federal or foreign laws or regulations is prohibited. Illegal usage of the SPCC services may result in termination of service.
2. Under the Digital Millennium Copyright Act (DMCA) it is illegal for any party to transmit or download copyrighted materials. Any violation of DMCA copyright laws may result in termination of Internet service and may result in legal action taken against the customer by either the copyright holder or the service provider.
3. The SPCC does not provide an expressed or implied warranty for the equipment and services provided, including no warrant of fitness for particular purpose or merchantability. Part of the agreement with the SPCC is a limitation of liability so that Client's sole remedy or recourse against the SPCC shall be the return of the price that the client paid for services and/or equipment rental, regardless of type, nature or basis for the claim. The SPCC shall have no liability whatsoever for personal injury, property damage, business loss, business interruption, consequential or punitive damages.
4. Client shall indemnify the SPCC from third party claims arising from Client's use of the SPCC's services and equipment.