

# WISCONSIN CENTER DISTRICT

Owners and operators of the Frontier Airlines Center • U.S. Cellular Arena • Milwaukee Theatre

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## 2012 Order Form - (Information Technology, Electrical and Mechanical)

### GENERAL INFORMATION

Please familiarize yourself with the enclosed materials to avoid service installation delays. Your signature at the bottom of the order form indicates your understanding of all the terms and policies for your ordered service(s). If you have any questions please call our Exhibitor Services Department at 414-908-6073.

### PAYMENT

Full payment of service order must accompany order. We should receive your order and payment *at least fourteen (14) days before the first move-in day*. **ORDERS RECEIVED LATER OR WITHOUT FULL PAYMENT ARE SUBJECT TO FLOOR PRICES.** All Labor, changes to your order, as well as long-distance toll call charges will be billed after the end of the show. For your convenience The Wisconsin Center District accepts Visa, MasterCard, American Express, check or money order.

*The Information Technology Staff provides telecommunications, data networking, video & Internet connectivity solutions*



**Internet Access:** The WCD boasts 200mb connection to our local Internet Service Provider, tw telecom. tw telecom's IP backbone architecture consists of multiple, diverse, high-speed optical circuits ranging from OC-48c to OC-12c with the lowest network capacity being OC-3c rate in a limited number of markets. tw telecom's metropolitan SONET and DWDM infrastructure of fiber, equipment and on-net facilities are configured to create redundant local transport to our local Internet points of presence (POPs). The local Internet POPs are connected via diverse-routing Packet-over-SONET circuits through our core routers to form regional IP networks. Each regional network is then interconnected with each other to form the tw telecom national IP backbone. Additional local/regional circuits are for private and public peering arrangements for redundant IP traffic management. Our Internet & Data Services require a PC or Mac with an operating system that supports the TCP/IP protocol (such as Windows XP/ Win 7 or Mac OS) as well as a 10/100MB Ethernet Network Interface Card with RJ-45 jack, and an Internet Browser.

**Telecommunications:** The Wisconsin Center District maintains a digital PBX (Private Branch Exchange) telephone switch manufactured by Avaya Technologies—a world leader in communications technology. Both our PBX and Internet Service are provided through a SONET ring from our local service provider, tw telecom. From analog service used for modems, fax and credit card machines, to Avaya Technologies custom digital line service for multi-line, multi-party conferencing and extended system features we can accommodate any of your communications needs. The Wisconsin Center District also offers ISDN-BRI (Basic Rate Interface) service that provides flexible data & voice service for high-speed video conferencing, crystal clear radio broadcasting, and more!

**Data Networking:** The Frontier Airlines Center's data network architecture consists of a Juniper / Nortel Gigabit backbone and switched fast Ethernet on high-speed copper or fiber optic cable to any port in the building. The Juniper / Nortel solution delivers Internet service with outstanding speed and reliability.

**I.T. Specialty Services:** Fiber-Optic Ethernet, computer and equipment rentals, custom video services, including Harris InfoCaster Digital Signage available to showcase events, schedules and sponsors, HD plasma screen rentals, video taping, advertising packages, consulting, available upon request.

**Electrical:** The Frontier Airlines Center Electrical Department offers 120v, 208v and 480v service in the Exhibit Hall. Standard services are located on the attached worksheet. Specialty services such as 480v and overhead power have limited availability due to location restrictions in the hall. To reserve 480v power to your booth; contact Wisconsin Center District Exhibitor Services Department 30 days in advance of your event.

**Mechanical:** The Frontier Airlines Center Engineering Department offers Gas, Water and Air services. Standard services are located on the attached worksheet. For water requests in excess of 1000 gallons, gas and water requests which require specific connections not listed on the attached worksheet, contact Wisconsin Center District Exhibitor Services Department 30 days in advance of your event.

#### CALL EXHIBITOR SERVICES AT 414.908.6073 TO ASK ABOUT SERVICES:

Satellite Communication • Sign Hanging • Video Advertising • Internet • Gas, Water, Air  
 Cable TV • Audio-Visual • PC/Internet/Phone Packages • Cyber Café • Telecommunications

#### OTHER SERVICE CONTACTS:

Food & Beverage Services: call Levy Restaurants, Inc. 414.908.6150  
 Hospitality Suites / Meeting Rooms: Call 414.908.6085  
 United Audio-Visual 414.908.6180

#### CALL VISIT MILWAUKEE at 800.554.1448 TO ASK ABOUT

Milwaukee area accommodations, attractions, transportation, tours etc. or go to [www.visitmilwaukee.org](http://www.visitmilwaukee.org)

**1. PAYMENT INFORMATION**

- a. Company checks, money orders, Master Card, American Express and Visa are accepted for payment, and subject to fund verification.
- b. To receive advance price, submit your order with full payment a minimum of fourteen (14) days prior to the first scheduled event move-in date. Orders submitted without full payment or received after the 14-day cut-off date are subject to floor prices.
- c. Arrangements for payment of Services must be made before service is installed. Payment IN FULL must be rendered before end-of-show unless prior arrangements have been made with Exhibitor Services. Exception: labor, long distance toll charges, damaged and/or missing equipment and other services/items may be billed after the event.

**2. RATES AND LABOR CHARGES**

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Special placement or relocation of service will result in a labor charge. Payment IN FULL shall be rendered for such services before the close of the event unless prior arrangements have been made with Exhibitor Services.
- c. Services ordered late (ie. during the event move-in), WCD does not guarantee services will be working before the event opens; discounts will not be given.
- d. All prices are based on current wage rates and are subject to change without notice.

**3. INSTALLATION / DISCONNECTION OF SERVICES**

- a. All order form information must be completed in full to avoid processing and installation delays.
- b. Orders will be processed and installations completed on a first-come, first-serve basis, or as we determine most convenient. Earliest orders will normally receive higher priority.
- c. All materials and equipment installed and provided by WCD for any of the services ordered shall remain WCD property and shall be disconnected and removed ONLY by WCD authorized personnel.
- d. Generally, Service is up an running ½ hour before show start and turned off each night ½ hour after show close. Service will be working during show hours, and will not be working during the event move out. Special arrangements can be requested through WCD for early connect and/or late disconnect.
- e. Exhibitor is responsible for replacement, repair costs, damages, etc. to equipment during rental period. Rental period starts when requested service or equipment is delivered/installed and ends when requested service or equipment is removed/disconnected. Any mishaps to equipment or services taking place during the rental period is your responsibility and will be charged to you appropriately.
- f. Client agrees not to resell, extend, bridge or otherwise misuse utilities / services. WCD reserves the right to disconnect any client, if they are found to have violated this usage agreement, or are deemed unsafe by WCD personnel.

**4. CANCELLATIONS**

- a. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND
- b. If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.
- c. If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.

**5. SERVICE GUIDELINES****(SECTION A) INFORMATION TECHNOLOGY**

- **Telephone Service:** All telephone lines ordered will be provided with long distance dialing capabilities unless specifically noted on the order form.
- **Digital Telephone Service & Equipment**
  - \* 8 button digital phone: Our Avaya 6408D+ Digital Phone Sets provide eight programmable key button features that analog service cannot provide, i.e. - Multiple lines with the ability to transfer calls, call appearances, call forwarding, conference calling, speaker phone, etc.
  - \* 24 button digital phone: Our Avaya 6424D+ Digital Phone Sets provide everything that the 6408D+ can offer, plus twenty-four programmable key button features that analog service cannot provide. This device is ideal for customers looking to set up a sophisticated Call-center within WCD's facilities.
  - \* A Digital Line & Desktop Set must be ordered together as a package.
- **Custom Video Services**  
If you would like to have your event videotaped, have some video edited or have other special video service needs, contact Tom Paul at 414-908-6090.
- **Equipment:** ONLY the Wisconsin Center District's digital phone sets can be used with digital telephone lines due to signal, device, and system compatibility. Equipment ordered is for RENTAL ONLY. You are responsible for full retail value for any equipment that is stolen, not returned, damaged etc..
- **Computers:** If you would like some guidance configuring your computer equipment, a WCD IT Technician can be of assistance for a nominal labor charge. WCD does not take any responsibility for the re-configuration or incidental damage internally or externally to your personal or rented computer equipment.
- **Prohibited:** The purchase of an IP address is for **ONE DEVICE ONLY** (1-IP address per device). The use of routers, switches / hubs, DHCP, wireless LANs or other applications that allow the sharing of an IP address between multiple devices is **PROHIBITED** unless approved by the Wisconsin Center District Information Technology Department. Individuals in violation of this policy will be subject to the **DISCONNECTION** of their service.
- **WI-FI** Wireless Internet access (Wi-Fi) is available in all public areas of the Frontier Airlines Center (NOT in meeting rooms, ballroom or exhibit halls). WI-FI is available for attendee-use ONLY. Exhibitors in violation of this policy will be subject to the **DISCONNECTION** of their service.

## SERVICE CONDITIONS AND REGULATIONS

### (SECTION A) INFORMATION TECHNOLOGY – CONTINUED

- **NOTICE:** The Wisconsin Center District is not responsible for damaged personal equipment and / or personal injury caused by the misuse of provided telecommunication and / or data service(s). Any tampering whatsoever with IT equipment (including but not limited to exhibit floor utility boxes, cabling, or rented equipment) at any time may result in the disconnection of ordered service(s) and or additional charges. The Wisconsin Center District is not responsible for personal injuries and/or equipment damage(s) that may occur as a result of this tampering.

### (SECTION B) ELECTRICAL

- **Special voltage** and/or other specialized power requirements must be received at least thirty (30) days prior to exhibitor's scheduled arrival and move-in. Electrical Services Available: **120 volt**, A.C., 1 Phase 60 cycle, **208 volt**, A.C., 1 Phase & 3 Phase 60 cycle, and **480 volt**, A.C., 3 Phase 60 cycle.
- **24-hour power** will only be provided to those locations that have ordered and paid for 24-hour service. Otherwise, booth power will be turned on 1/2 hour prior to each day's event opening and turned off 30 minutes after closing. Only WCD house electricians are permitted to service connections and overload protection to equipment.
- **Electrical Connections** - Exhibitors or exhibitors' agents may plug into purchased standard outlets and connect signal wiring (i.e. antennae, audio, video, and speakers) within a booth or between the exhibitor's equipment with one booth. Only house electricians are authorized to connect and disconnect power for utilities above 120v (i.e. 208v and 480v power). Under NO circumstances shall anyone other than house electricians make electrical connections to house power sources. Power requirements crossing aisles will not be installed unless approved by show management AND our Event Services Department.
- **Electrical Connections (Continued)**...Obstructions blocking utility floor boxes are subject to relocation as necessary. House electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
- **Prohibited usage** - Use of open clip sockets, latex or lamp cord wire, or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
- **Equipment** - All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required. 120 volt cords must be of the 3 wire, grounded type. All exposed, non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded. Exhibitors are responsible for all their displays and equipment conforming and meeting National Electric Code and are **UL approved**. WCD reserves the right to refuse connection to any exhibitor whose equipment does not meet the National Electric, Federal, State and Local Safety codes. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without house electricians.
- **NOTICE:** We cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. All electrical installations and connections to electrical service must be made by a house electrician. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or wiring of any equipment by persons other than by WCD house electricians.

### (SECTION C) MECHANICAL

- **WCD Engineers (Only):** Under NO circumstances shall anyone other than WCD engineers make service connections, alter lines, install fittings, add branch connections, disconnect airlines, to the original termination in booth, etc. Exhibitors who do not conform to this request are compromising the safety of others and will be charged labor fees or equipment and material loss fees accordingly.
- **Fittings/regulator:** Exhibitors must furnish necessary fittings to connect to 1/4", 1/2" or 3/8" female (NPT) thread for water and air connections. NOTE: Pressure may vary. If pressure is critical, exhibitors are to supply their own drier, regulator and/or pump and arrange for installation. For your protection we advise that WCD Engineers install the appropriate regulators on any connection requiring critical control of pressure, moisture content, etc.
- **Location:** Services requiring crossing aisles will not be installed unless approved by show management AND our Event Services Department. Obstructions blocking utility floor boxes or other service access points are subject to relocation as necessary. House engineers are authorized to cut floor coverings to permit installation of service unless otherwise directed. Most airlines will be installed from floor ports, minimal airlines will be flown above booth (contact exhibitor services for more information).
- **Equipment:** All equipment must comply with all Federal, State and local Safety Codes. Where applications require critical regulation of pressure, flow, or moisture content, the exhibitor is responsible for supplying the necessary regulator, conditioner, etc. All equipment must be properly tagged or marked with appropriate information about requirements or tolerances regarding pressure, flow, capacity, rate-of-fill, and/or other factors pertinent to safety. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by an engineering supervisor. All materials and equipment furnished by WCD for this service order shall remain WCD property and shall be disconnected and removed only by house engineers at the close of the show. Tanks, drums, barrels, and other containers requiring water fill and drain exceeding 30 gallon capacity must be filled and drained by house engineers and are subject to a service charge. We reserve the right not to fill any container that shows signs of leakage or is otherwise deemed inadequate by an engineering supervisor. Containers showing signs of leakage will be drained by a house engineer without prior notice.
- **NOTICE:** Exhibitor assumes responsibility for any damage to Wisconsin Center District facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. All installations and connections to mechanical services must be made by house engineers. We will not be responsible for damage or loss to any equipment or components, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or interconnection of any equipment by persons other than house engineers. Removal of toxic waste or non-biodegradable waste is not permitted in drains. Removal of such waste is at exhibitor's expense.
- Portable air compressors and portable air tanks are not permitted.