

INTERNET | TELEPHONE



ATLANTIC CITY

CONVENTION CENTER

EXHIBITOR ORDERING GUIDE

YOUR ROADMAP TO
A SUCCESSFUL EVENT



Where
TECHNOLOGY
Meets HOSPITALITY

EXPERTISE

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.





Is the exclusive provider of the following services:

A woman with blonde hair, wearing a black top and a headset, is sitting at a white desk in a modern office. She is looking at a laptop and holding a smartphone. The background is a teal wall with geometric patterns.

INTERNET

A man in a white dress shirt and black tie is sitting at a desk, smiling and looking at a laptop. He is pointing at the screen with his right hand. The background is a light blue wall.

TELEPHONE

Need just a **BASIC** CONNECTION?



Our **BASIC INTERNET SERVICE**, ideal for **LIGHT INTERNET USAGE** such as web browsing and checking email via a wired connection.

SERVICE	INCENTIVE **	BASE	ON-SITE
Basic Internet	\$895	\$1,140	\$1,368
Additional Device	\$185	\$220	\$255
EQUIPMENT & LABOR	INCENTIVE **	BASE	ON-SITE
Switch Rental	\$185	\$225	\$270
Patch Cables	\$50	\$62	\$74
Labor (Floor Work)	\$125	\$125	\$125

* **NOT FOR STREAMING**

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

Basic Internet Includes:

- 1.54 Mbps burstable to 3 Mbps per device
- Routers are not permitted on this service and will not work
- Each device includes (1) Private IP Address
- Up to 4 additional IPs [devices] may be purchased separately
- 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 (Basic Internet w/ 1 Private IP) is required. An additional 4 devices can then be added to your order. A maximum of 10 devices in one location is permitted.

ORDER NOW >



Order online at:
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.

DEDICATED SERVICES	STREAMING			INCENTIVE*	BASE	ON-SITE
	SD	or HD	or UHD			
3 Mbps Dedicated	1	N/A	N/A	\$3,495	\$4,370	\$5,244
6 Mbps Dedicated	2	1	N/A	\$5,900	\$7,375	\$8,850
10 Mbps Dedicated	3	2	N/A	\$7,850	\$9,810	\$11,772
15 Mbps Dedicated	5	3	N/A	\$11,700	\$14,630	\$17,556
25 Mbps Dedicated	6	4	1	\$19,250	\$24,060	\$28,872

***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 Public IP addresses
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase

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or call 888.446.6911

NEED WIRELESS CONNECTIVITY?



Our **STANDARD HOTSPOT** provides **SIMPLE & SECURE WIRELESS** connectivity ideal for checking emails, browsing the web, processing payments, and light website demonstrations.

STANDARD HOTSPOT PROVIDES 3 Mbps BURSTABLE TO 5 Mbps PER DEVICE*			
DEVICE LIMIT	INCENTIVE**	BASE	ON-SITE
5 Device Limit	\$2,339	\$2,807	\$3,368
15 Device Limit	\$4,133	\$4,960	\$5,952
30 Device Limit	\$6,762	\$8,114	\$9,737
Additional Access Point Rental	\$750	\$750	\$750

* **NOT FOR STREAMING.**

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

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

ORDER NOW



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orders.smartcitynetworks.com
or call 888.446.6911



orders.smartcitynetworks.com/wifi-splash-page-design

WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

Our **PREMIUM HOTSPOT** combines

HIGH BANDWIDTH WIRELESS

with greater flexibility and customization options that generate smoother product demos, quicker remote connectivity and superior video streaming quality.

PREMIUM HOTSPOTS ARE NOT RATE LIMITED PER DEVICE

BANDWIDTH ALLOCATION	STREAMING			INCENTIVE *	BASE	ON-SITE
	SD	or HD	or UHD			
10 Mbps	3	N/A	N/A	\$8,800	\$10,560	\$12,672
20 Mbps	6	4	N/A	\$16,600	\$19,920	\$23,904
30 Mbps	10	6	1	\$24,200	\$29,040	\$34,848
40 Mbps	13	8	1	\$31,550	\$37,860	\$45,434
50 Mbps	16	10	2	\$39,050	\$46,860	\$56,232
Additional Access Point Rental	N/A	N/A	N/A	\$750	\$750	\$750

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- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

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orders.smartcitynetworks.com
 or call 888.446.6911



orders.smartcitynetworks.com/wifi-splash-page-design

NEED TELEPHONE OR CONFERENCE SERVICES?

Our **TELEPHONE SERVICES** provide reliable **VOICE SERVICE** solutions for Single Line, Multi Line, and Conference calls.

VOICE SERVICES	INCENTIVE*	BASE	ON-SITE
Single Line Telephone - With or Without Device	\$275	\$345	\$414
Multi Line Telephone	\$415	\$520	\$624
Polycom Speaker Phone	\$465	\$575	\$690

*** 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:

- Multi 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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FAQ

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.



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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/exhibitor-provided 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 ★★★★★

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.”



SHOW:		BOOTH #	
COMPANY:		BOOTH SIZE:	
Order Online at www.accenter.com Deadline for advance rate is 15 days prior to show opening			

ELECTRICAL SERVICE ORDER FORM				
QTY NON-24 HR	DESCRIPTION	ADVANCE RATE	REGULAR RATE	TOTAL
120V LIGHTING & UTILITY OUTLETS				
	Up to 1000 watts	\$140.00	\$200.00	
	Up to 2000 watts	\$160.00	\$240.00	
208V 1ϕ MOTOR AND EQUIPMENT OUTLETS				
	20 Amp	\$320.00	\$480.00	
	30 Amp	\$390.00	\$585.00	
	60 Amp	\$680.00	\$1020.00	
	100 Amp	\$845.00	\$1270.00	
	200 Amp	\$1320.00	\$1990.00	
208V 3ϕ MOTOR AND EQUIPMENT OUTLETS				
	20 Amp	\$395.00	\$590.00	
	30 Amp	\$465.00	\$690.00	
	60 Amp	\$745.00	\$1100.00	
	100 Amp	\$895.00	\$1300.00	
	200 Amp	\$1550.00	\$1950.00	
LIGHTS				
	Stem Lights	\$100.00	\$130.00	
	Single 120 W Flood	\$105.00	\$150.00	
	Double 120 W Flood	\$135.00	\$205.00	
	Overhead Quartz	\$355.00	\$540.00	
Specialty Lighting Available. Call for details.			1. SUB TOTAL	\$
			2. SALES TAX 6.625%	\$
			3. TOTAL	\$

Atlantic City Convention Center
 1 Convention Boulevard
 Atlantic City, NJ 08401
 Phone: 609-449-2291
 Fax: 609-449-2464

120 V CONNECTIONS

- Two outlets per connection.
- If you require 24 hour power please note with an (*). Please add 50% to the total.

208 V CONNECTIONS

- Requires labor. Please submit a floor plan indicating location in booth.
- Maximum of one connection per outlet.
- Please call for 480 V connections.

LIGHTS

- Price includes outlet and labor.
- Placement of floodlights is at the front corner(s) of your in-line booth.
- Any other location(s) or installation time may require an additional labor charge.

**BY RETURNING THIS FORM
 CUSTOMER AGREES TO ALL
 TERMS AND CONDITIONS.
 (See terms and conditions.)**

VACUUMING SERVICE ORDER FORM		All Rates are based on the total square footage of your exhibit space (100 sq. ft. minimum)	
ONE TIME _____	Vacuum carpet before initial opening of event	Advance Rate 30¢/sq. ft.	Regular Rate 42¢/sq. ft.
DAILY _____	Vacuum carpet before initial opening of event and daily thereafter	Advance Rate 25¢/sq. ft.	Regular Rate 37¢/sq. ft.
Exhibit Space _____ ft. (x) _____ ft. = _____ sq. ft. (x) days _____ (x) \$ _____	+ Tax (6.625%) _____ = TOTAL \$ _____		

PORTER SERVICE ORDER FORM	
Empty wastebasket, tidy and spot clean exhibit space at two hour intervals during show hours.	Advance Rate \$99.00 Regular Rate \$140.00
Please check preference: ONE TIME _____ DAILY _____	
Specify Day: _____ Date: _____ Porter Service: _____ days (x) amt. per day \$ _____	+Tax(6.625%)= TOTAL \$ _____

Company Name _____	Phone Number _____
Credit Card # _____	Exp. Date _____ Sec. Code _____
Billing Address _____	City _____ State _____ Zip _____
Card Holders Name _____	Card Holders Signature _____
Contact Name _____	Email _____

ELECTRICAL TERMS AND CONDITIONS

- All equipment, regardless of source of power, must comply with National Electrical Code, all Federal, State and local safety codes.
- The use of clip-on sign sockets, latex or lamp cord wire in displays, or the use of 2-wire clamp on fixtures, is prohibited by order of fire prevention bureaus at trade shows and conventions.
- Permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
- All material and equipment furnished by the Convention Center for this service order shall remain the property of the Atlantic City Convention Center and shall be removed only by the Convention Center Electricians at the close of the show. Any material removed by exhibitors will be added to the invoice and billed to the card on file.
- Unless otherwise directed, Convention Center Electricians are authorized to cut floor coverings to permit installation of service.
- All wiring must have 3-wire grounded cord with a minimum of #14 gauge. Zip cords or two-wire cords are ungrounded and could result in safety hazards. Their use is forbidden in all convention facilities.
- The Atlantic City Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by Convention Center.
- Tipping is not permitted. Any requests from personnel for gratuities should be immediately reported to Atlantic City Convention Center Management.
- No credits will be issued on unused services installed as ordered.
- Disputes will not be considered unless filed by the exhibitor prior to close of show.

ELECTRICAL LABOR RULES AND RATES FOR OUTLET DISTRIBUTION AND CONNECTION

- Labor rates are subject to labor contract effective at time of show.
- Straight time labor will be charged for installation services provided Monday through Friday 8:00am-4:30pm. All other hours will be billed at overtime rates.
- Electrical Labor Rates: \$110.00 per hour - Regular Time / \$220.00 per hour - Overtime. Labor is billed in half-hour increments with a minimum of one hour.
- Dismantle labor is half that of total installation time. This service will be billed at the tear out rate of \$163.00 per hour. Shows closing on Sundays and Holidays will be billed at overtime rates.
- Forklift Rates: prevailing labor rates (one hour minimum) plus \$275.00 lift rental.
- Boom Lift Rental: Prevailing Labor Rates (one hour minimum) plus \$500.00 lift rental.
- Starting time can only be guaranteed when labor is requested for the start of the work day at 8:00am. The minimum charge per booth is one hour for installation and one-half (1/2) hour for dismantle. Time will commence per exhibitor's request. Failure to start labor at requested time will result in a one hour charge per electrician requested, unless 24-hour advance notice is provided in writing.

OUTLET LOCATION & DISTRIBUTION

- All 110 volt electrical outlets will be installed on the floor at the draped back wall of In-Line and Peninsula Booths unless otherwise ordered by the exhibitor.
- All 110 volt electrical outlets for Island Booths will be set at one main location on the perimeter of the booth at our discretion if no floor plan provided.
- Any additional power locations are chargeable on a time and material basis.
- All services larger than 100 amps may be subject to an additional labor charge.
- All overhead services will require lift, labor and materials. Call for quote.

ACCC ELECTRICAL JURISDICTION

(Requires labor and/or material)

- All under-carpet distribution of electrical wiring.
- All power distribution, light hanging or general labor in any space larger than 200 sq. ft.
- All facility overhead distribution of electrical wiring, including HDMI cable, fiber optics, twisted pair, etc. The distribution of same from product to booth and from booth to booth.
- All connections requiring 208 volts and above.
- All motor and equipment hook-ups requiring hard wired connections.
- Installation and/or repair of electrical fixtures.
- Installation of all computers.
- All electrical signs, headers and monitors.
- Labor is required to inspect pre-wired equipment plugged into our system.



