



ACCD Exhibitor Services Division
500 East Cesar Chavez Street
Austin, TX 78701
Phone: 512-404-4000
Fax: 512-404-4220
accdexhibitorservices@austintexas.gov

ACCD Exhibitor Services – Information Packet

Event: Digital Banking 2018

Event Dates: 06/04/18 to 06/08/18

Discount Rate Deadline: 05/21/18

Standard Rate Deadline: 05/31/18

Floor Rate Applies: 06/01/18

Dear Exhibitor,

Welcome to the Austin Convention Center Department (ACCD) Exhibitor Services Division. We are the exclusive provider for utility and technology services for the Austin Convention Center and the Palmer Events Center. Enclosed is an information packet containing service descriptions, order forms and service terms and conditions. Please read and fill out the information completely and legibly. Pay special attention to the deadline dates for pricing and restrictions for services.

The ACCD Exhibitor Services Division offers services at a discount, standard and floor rate. To qualify for the discount rate, services must be completed **On-line**, e-mailed, faxed or postmarked fourteen (14) days before the first contract date of the event with payment in full. Orders received thirteen (13) days to four (4) days before the first contract date of the event, with payment in full, will qualify for the standard rate. Orders received within three (3) days of the first contract date of the event will be charged at the floor rate, no exceptions. Services will not be installed until full payment is received. All outstanding balances will be collected on-site and settled prior to the close of your event.

On-line ordering is available at our website <http://www.austinconventioncenter.com> under Exhibit. This is the fastest, most convenient way to order and is completely PCI compliant. Please note this is the preferred method for ordering since you will have to go on-line to submit payments if your order is processed through ACCD.

We provide a wide range of utility and technology services:

- Electrical
- Water and Drainage
- Compressed Air
- Telephone
- Internet/ Technical

Should you have questions or require services not listed on-line or on our order forms, please call in advance. We will do our best to facilitate your needs. Thank you for using our facility.

Sincerely,

Gamaliel Mosqueda
ACCD Exhibitor Services Representative
512-404-4222/ Main: 512-404-4000
gamaliel.mosqueda@austintexas.gov



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Ordering Instructions

On-Line Ordering – The Preferred Method: To place your order on-line please visit our website <http://www.austinconventioncenter.com> under **Exhibit**. This is completely PCI compliant.

Complete the Order Form: A Utility Services Order Form is included in this packet; however, this method should only be used if you are unable to order on-line. Complete the 'Exhibitor Information' and 'Authorization' section. ACCD will not process incomplete forms. Next, select any services you wish to order from our product listing. Enter the product numbers, descriptions, quantity, and prices in the 'Service Order' section on the order form. Mail or fax completed order form with payment to the address shown at the top of the form. Credit card customers will receive an e-mail on how to submit credit card payments on our secure Exhibitor Service Center website.

Payment Method: Payment in full must accompany order. Payment may be made by check, money order, or credit card. DO NOT SEND CASH. Make check or money order payable to 'Austin Convention Center.' Orders without payment will not be processed. [If you do not order on-line and you wish to pay by credit card, you will receive an e-mail on how to submit credit card payments on our secure Exhibitor Service Center website.](#)

Cancellation: Cancellation of services must be made 5 days prior to first contracted day of event.

Questions: Please call 512-404-4000 and request the ACCD Exhibitor Services Division if you have any questions regarding our services or ordering procedures.

Payment Terms and Conditions

- Payment in full is required prior to service connection. All outstanding balances must be paid by the end of your event.
- Advance orders paid in full will have priority over floor orders. ACCD cannot guarantee floor orders.
- Exhibitor booths will be audited during the event and charged for any additional services. The charges will be included in the exhibitor's final bill at the floor rate.
- Any work not covered under ACCD's price schedule will be done on a time and materials basis.
- All material and equipment damaged or lost shall be at the responsibility of the exhibitor and will be billed to the exhibitor for the full replacement value at the close of the event.
- All prices are rental only. All materials remain the property of ACCD unless otherwise specified.
- All rates are subject to change without notice.

Refund Terms and Conditions

- No credit will be issued to services or equipment installed but not used.
- Claims and/or Refunds will not be considered nor honored unless filed by exhibitor prior to close of event at the Utility Service Desk.
- All questions on billing must be settled prior to close of event.
- Refunds for less than \$50.00 will not be considered.
- Refunds for canceled services must be made 5 days prior to first contracted day of event.
- No refunds will be processed after the event closes. NO EXCEPTIONS

General Terms and Conditions

- All floor orders services (or changes to installed services) must be placed at the Utility Service Desk. The ACCD service staff is not permitted to accept orders directly from exhibitors.
- ACCD cannot guarantee service prior to the opening of the show for floor orders.

General Terms and Conditions Continued

- Wall, column, and permanent building electrical outlets are not a part of booth spaces and are not to be used by exhibitors. Access to all wall outlets and floor pockets are restricted to ACCD personnel.
- Under no circumstance shall anyone other than ACCD personnel make service connections.
- The ACCD offers a limited inventory of utility services connections and rental equipment to our clients for their exclusive use on a first come first serve basis. The ACCD cannot guarantee availability of utility services or rental equipment.
- ACCD is not responsible for power failures or fluctuations in voltage, air, or water pressures. Equipment with strict tolerances may require regulating devices. Exhibitor must arrange for regulator valves, line conditioners, backflow prevention devices, etc.
- All equipment and connections regardless of source of power must comply with federal, state and local safety codes.
- Special equipment connections requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without ACCD personnel. All service connections to ACCD utilities must be made by ACCD personnel only.
- Exhibitor agrees to indemnify and hold harmless the ACCD, City of Austin, and their respective officers, agents and employees, against and from any and all claims for property damage and personal injury including death, arising out of or in any way caused by exhibitor's negligence in the use or misuse of the utility outlets, equipment, etc., supplied to exhibitor by the ACCD under this order.
- Exhibitor will be responsible for damage to telecommunications, electrical, water, compressed air, and drainage network or equipment caused by exhibitor's equipment, acts, and/or omissions.
- If by any reason of default on the part of the exhibitor hereunder, it becomes necessary to engage an attorney, the exhibitor agrees to pay all costs, expenses, and attorney's fee expended or incurred by the ACCD in connection herein.

Electrical Terms and Conditions

- A standard electrical outlet is a single female plug. Multi-outlet fixtures are available for purchase.
- Labor
 - A. Labor is charged for:
 1. Any four (4) utility services in one (1) booth.
 2. Installation of utilities after booth display and/or carpet has been installed.
 3. Relocating/moving installed services.
 4. Re-taping electrical cords.
 5. Resetting breakers due to exhibitor equipment.
 - B. Labor (if required) is charged in increments of one (1) hour with a one (1) hour minimum.
 - C. Labor charges are NOT available at a discount.
- If special electrical plugs are required, exhibitor is responsible for furnishing the associated wiring schematics and required connectors. Exhibitor will be responsible for all labor charges involved in connecting and disconnecting wires. Please contact the ACCD Exhibitor Services Division @ 512-404-4000 with any special wiring requirements.
- Use of open clip sockets, latex or lamp cord wire, duplex or triplex plug is prohibited.
- All exhibitor provided cords must be of the three (3) wire grounded type. All exposed non-current carrying metal parts or fixed equipment which are liable to be energized shall be grounded.
- Electrical equipment is to be installed, operated, and maintained in a manner which does not create a hazard to life or property.
- Connection rates cover bringing the service to the booth in the manner and location most convenient to the ACCD and do not include adapters or special wiring.
- Each exhibitor must order power separately. Exhibitors are not allowed to share power.
- Unauthorized use of electrical services will be terminated or exhibitor must pay utility service charges associated with service.

Installation Notice – 208/220 Volt Electrical Services

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves/ovens and RV's.
- Connection rates include bringing service to the booth from the floor pocket. Does not apply to 200/400amp services.
- Connection rates do not include adaptors or special wiring.
- **200/400amp services are available in specific locations. Exhibitor is responsible for providing the cable and rigging services required to connect.**
- **200/400amp services terminate in cam-lock connections.**
- If special electrical adaptors or plugs are required, exhibitor must provide the wiring schematics with required connectors (male & female).
- If adaptors or plugs are not provided, exhibitor must provide bare-end tails for hardwiring to disconnect boxes.
- Customers are responsible for labor charges required to connect and disconnect wires and/or adaptors.
- Please call 512-404-4000 and request the ACCD Exhibitor Services Division if you have any questions.

ADAPTER TYPE BY PRODUCT

Electrical Outlets		
Product ID	Product Description	Receptacle
E104	120 Volts 30 AMP (Only one device)	NEMA 5-30R
E201	120 Volts 8 AMP Ceiling Power	Standard
E202	120 Volts 15 AMP Ceiling Power	Standard
E203	120 Volts 20 AMP Ceiling Power	Standard
Product ID	Product Description	Receptacle
P202	208 Volts/Single Phase 20 AMP	NEMA L6-20R
P203	208 Volts/Single Phase 30 AMP	NEMA L6-30R
P206	208 Volts/Single Phase 60 AMP	Cam Locks
P210	208 Volts/Single Phase 100 AMP	Cam Locks
P302	120/208 Volts/3 Phase 20 AMP	NEMA L21-20R
P303	120/208 Volts/3 Phase 30 AMP	NEMA L21-30R
P306	120/208 Volts/3 Phase 60 AMP	Cam Locks
P310	120/208 Volts/3 Phase 100 AMP	Cam Locks
P320	120/208 Volts/3 Phase 200 AMP	Cam Locks
P340	120/208 Volts/3 Phase 400 AMP	Cam Locks
Product ID	Product Description	Receptacle
L102	Extension Cord w/ Single Plug	Standard

Compressed Air Terms and Conditions

- Exhibitor is responsible for providing the cubic feet per minute (CFM) and the pounds per square inch (PSI) requirements. Without this information, we will be unable to provide service to your exhibit. Please call ACCD Exhibitor Services Division for assistance.
- Exhibitor is responsible for providing compatible adaptors to hose lines.

Water/Drain Terms and Conditions

- **Water**
 1. All equipment using water must have inlet and outlet properly tagged by the exhibitor, and must connect to 1" hose coupler.
 2. All equipment using water must include a backflow prevention device. Without this device, the ACCD will be unable to provide service to your booth.
 3. All water supplies must be set to the off position at the end of each day.
 4. Availability of water services are subject to restrictions imposed by the City of Austin Water/Wastewater Utility.
- **Drainage**
 1. Drains are not designed to handle the discharge of large volumes of water.
 2. Drains are strictly for water. Other arrangements must be made for disposal of materials such as grease, food products, etc.
 3. Any exhibitor using 5 gallons or more for their exhibit is required to purchase a water and drain connection.
 4. Any exhibitor that is found draining water directly into our floor pockets will automatically have the water and drain service accessed to their invoice, at the floor rate in effect.

Telephone Service Terms and Conditions

- **Local Service**
 1. Phone line installation includes one touch-tone line and male RJ-11 jack. All lines configured for 'Dial 9' calling.
 2. Allows exhibitor to dial any local number and toll-free numbers. It also allows callers to use their own long distance carrier for long distance credit card calls.
 3. Phone sets are available upon request. Please contact ACCD Exhibitor Services Division for any questions.
- **Long Distance**
 1. Allows both local and long-distance calling.
 2. Long distance charges are in addition to the installation charge and will be billed after the close of the event.
 3. Deposit: A major credit card is required as a security deposit for long distance service activation. The credit card information section on the order form must be completed.
 4. All long-distance charges will be processed against credit card information previously provided by Exhibitor.
- **Special Programming**
 1. The ACCD offers voice mail, line rollover services and non-dial 9 service.
 2. Special programming requests must be made at least 10 days prior to the event or we cannot guarantee delivery of service.
 3. **A Specialty Programming Fee will apply.** Discounts are unavailable for specialty programming services.
- **Telephone for Credit Card Machine Use**
 1. The telephone line fees do not include electrical services necessary for credit card machines.
 2. It is the exhibitor's responsibility to ensure that credit card machines are programmed for Dial 9 calling. Contact your credit card processor for all credit card machine programming instructions.

Technical Services Terms and Conditions

ALL USERS OF ACCD TECHNICAL SERVICES MUST COMPLY WITH ACCD WI-FI OPERATING GUIDELINES

TERMS AND CONDITIONS

- Internet Connections are charged per IP address.
- Internet addresses are provided by ACCD upon confirmation of order on a first come, first serve basis.
- Additional labor and material charges may be added for designing and installing special networks.
- The ACCD is not responsible for network saturation or failures caused by misuse, power fluctuations, etc.
- Technical service fees do not include electrical services necessary for workstation(s).
- Users are responsible for configuration of their own equipment.
- The ACCD is not responsible for network saturation or latency outside of the building.
- Acts of God and network failure outside of the building are not the responsibility of the ACCD.
- Please contact the ACCD Exhibitor Services Division at 512-404-4000 for any questions regarding ordering technical services or to obtain copies of operating guidelines.
- Please contact the ACCD Exhibitor Services Division at 512-404-4000 if you need any outside circuits such as ISDN service or the use of an external internet service provider.

Wi-Fi Operating Guidelines

- The Austin Convention Center Department (ACCD) is the exclusive provider for wired and wireless (Wi-Fi) services for the Austin Convention Center and Palmer Events Center. The ACCD Wi-Fi service offers internet access at speeds up to 3Mbps servicing clients, exhibitors, and attendees.
- Wireless internet service is vulnerable to interference from other wireless devices such as Wi-Fi routers, wireless cameras, cell phones and personal Wi-Fi hotspots.
- Wireless users in the Exhibit Halls may experience higher levels of interference due to the nature of the event and any electronics/equipment that may be a part of a product demonstration or display.
- If you are conducting a product demonstration, presentation or streaming video over the internet, we strongly recommend the purchase of a wired internet connection.
- ACCD requests your cooperation in the eliminating/minimizing the use of these devices to improve the quality of wireless services in our facility.

Rigging / Ceiling Power Guidelines

- **Rigging Services** – Freeman Audio Visual is the exclusive provider of rigging services for the Austin Convention Center Department. Please contact or e-mail Phil Sherrod with Freeman Audio Visual at 510-889-4002 / 512-827-3200 / phillip.sherrod@freemanco.com.
- ACCD must be made aware of any rotating signs, any signs that use a hoist/motor and any signs weighing 250 pounds or more.
- All ceiling electrical services must be ordered through the Austin Convention Center Department Exhibitor Services Division. Online ordering is available at www.austinconventioncenter.com.
- Prices listed below provide electrical access, but do not include cabling or the labor to run the cabling. Electrical cabling is provided for 120V electrical services and charged at \$25.00 per 50' extension cord. This quantity will be determined during installation. The Austin Convention Center Department does not provide labor to run cabling overhead. Please contact your General Service Contractor.
- **Electrical cabling is NOT provided for services included in the "Power for Motors or Special Equipment" price list below.** Exhibitors are responsible for providing electrical cabling and contacting Freeman Audio Visual for Rigging Services.
- Please refer to the table below for the receptacle that will be provided with each service.

2017-2018 EXHIBITOR PRICE LIST

CODE	DESCRIPTION		INCENTIVE PRICE	STANDARD PRICE	FLOOR PRICE
Air/Water/Gas/Drainage					
2200-A101	Compressed Air (Per Connection)	EA	\$158.00	\$210.00	\$315.00
2200-A200	Sink (Incl. water/drain/install)	EA	\$425.00	\$425.00	\$425.00
2200-A501	Water & Drainage (up to 500 gallons per connection)	EA	\$206.00	\$275.00	\$413.00
Electrical Outlets					
2000-E101	120 Volt Outlet 0-1000 Watts (8AMP)	EA	\$75.00	\$100.00	\$150.00
2000-E102	120 Volts 15 AMP	EA	\$86.00	\$115.00	\$173.00
2000-E103	120 Volts 20 AMP	EA	\$90.00	\$120.00	\$180.00
2000-E104	120 Volts 30 AMP (Used for only one device - NEMA plug number 5-30R)	EA	\$120.00	\$160.00	\$240.00
2000-E201	120 Volt 8 AMP Ceiling Power (Contact ACCD Exhibitor Services)	EA	\$75.00	\$100.00	\$150.00
2000-E203	120 Volts 20 AMP - Ceiling Power (Contact ACCD Exhibitor Services)	EA	\$90.00	\$120.00	\$180.00
Power for Motors or Special Equipment					
2100-P202	208 Volts/Single Phase 20 AMP	EA	\$188.00	\$250.00	\$375.00
2100-P203	208 Volts/Single Phase 30 AMP	EA	\$225.00	\$300.00	\$450.00
2100-P206	208 Volts/Single Phase 60 AMP	EA	\$345.00	\$460.00	\$690.00
2100-P210	208 Volts/Single Phase 100 AMP	EA	\$525.00	\$700.00	\$1,050.00
2100-P302	120/208 Volts/3 Phase 20 AMP	EA	\$285.00	\$380.00	\$570.00
2100-P303	120/208 Volts/3 Phase 30 AMP	EA	\$325.00	\$430.00	\$645.00
2100-P306	120/208 Volts/3 Phase 60 AMP	EA	\$518.00	\$690.00	\$1,035.00
2100-P310	120/208 Volts/3 Phase 100 AMP	EA	\$825.00	\$1,100.00	\$1,650.00
2100-P320	120/208 Volts/3 Phase 200 AMP	EA	\$1,238.00	\$1,650.00	\$2,475.00
2100-P340	120/208 Volts/3 Phase 400 AMP	EA	\$2,430.00	\$3,240.00	\$4,860.00
Equipment					
2600-L102	Extension Cord w/Single Plug (Required to pick up at the Utility Service Desk)	EA	\$25.00	\$25.00	\$25.00
2600-L103	Multi-Outlet Strip - 6 Outlets (Required to pick up at the Utility Service Desk)	EA	\$25.00	\$25.00	\$25.00
2600-L106	Adapter (European to US conversion (Required to pick up at the Utility Service Desk)	EA	\$50.00	\$50.00	\$50.00
Labor - Operations					
3000-M101	Event Electrical Labor per hour	EA	\$50.00	\$50.00	\$50.00
3001-M103	Technical Labor per hour	EA	\$135.00	\$135.00	\$135.00



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Telephone						
2400-T101	Local Only Phone Line	EA	\$150.00	\$200.00	\$300.00	
2400-T102	Local/Long Distance Phone Line	EA	\$188.00	\$250.00	\$375.00	
2400-T103	Telephone Set Rental	EA	\$0.00	\$0.00	\$0.00	
2400-T104	Long Distance Charges	EA	\$1.00	\$1.00	\$1.00	
2400-T401	Specialty Programming	EA	\$50.00	\$50.00	\$50.00	
2400-TC201	IP Conference Phone Station (spaceship phone)-Local	EA	\$225.00	\$300.00	\$450.00	
2400-TC202	IP Conference Phone Station (spaceship phone)-Long Distance	EA	\$225.00	\$300.00	\$450.00	
2400-TM301	Multiline IP Phone - Local	EA	\$225.00	\$300.00	\$450.00	
2400-TM302	Multiline IP Phone - Long Distance	EA	\$225.00	\$300.00	\$450.00	
Technical Services						
2300-H101	Standard Internet Service	EA	\$596.00	\$795.00	\$1,193.00	
2300-H102	Additional IP Address (Does NOT include Internet connection, switch/hub or patch cable)	EA	\$150.00	\$200.00	\$300.00	
2300-H103	Premium Internet Service (Includes 1 Public IP Address)	EA	\$896.00	\$1,195.00	\$1,793.00	
2300-H312	Network Patch Cable (Up to 30ft.)	EA	\$50.00	\$50.00	\$50.00	
2300-H405	Ethernet Switch-Unmanaged	EA	\$225.00	\$300.00	\$300.00	
2300-H601	Basic Cable TV Coax patch	EA	\$300.00	\$300.00	\$450.00	



PLEASE READ BEFORE PLACING YOUR UTILITY SERVICE ORDER!

Due to changes in the City of Austin information policy, the Austin Convention Center now operates under PCI compliance rules.

Payments for all utility service request must be submitted online.

Please visit www.austinconventioncenter.com under the “Exhibit” tab of the main page and connect to the “Exhibitor Online Ordering” store to submit your utility request.

If there are any questions or need for any special accommodations, you may contact this event’s assigned utility coordinator, Gamaliel Mosqueda at 512.404.4222, or by email at gamaliel.mosqueda@austinconventioncenter.gov.

Thank you,



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ACCD Exhibitor Services – Order Form

For faster service, please order ON-LINE at austinconvnetioncenter.com under Exhibit

(This is form is only included to accomodate late orders and special requests)

Event:	Event Dates:	to
Discount Deadline: 05/21/18	Floor Rate Applies:	06/01/18

Exhibitor Information				
Company Name			Booth #	
Address			Phone #	
City	State	ZIP	Fax #	
Contact Person			Email Address	

Service Order				
Product ID	Item Description	Unit Price	Quantity	Sub-Total
NOTE: A diagram is REQUIRED for all orders with 3 or more services requested.		TOTAL AMOUNT DUE		

Authorization <i>(Orders submitted without a signature will not be processed)</i>	
I have read and agree with all the terms as stated in the attached agreement.	
Authorized Signature	Date

IMPORTANT ORDERING INFORMATION

Terms and Conditions: Please carefully review the terms and conditions included in this packet.

Ordering Instructions: Please carefully review the ordering instructions on page 2 of this packet.

Refunds: Cancellation of services must be made 5 days prior to the first contracted day of the event.Questions: Please call 512-404-4000 and request the ACCD Exhibitor Services Division if you have any questions regarding our services or ordering procedures. **PAYMENT IN FULL IS REQUIRED PRIOR TO SERVICE CONNECTION**

ACCD Exhibitor Services – Floor & Booth Layout

Event:	Event Dates:	to
Discount Deadline: 05/21/18	Floor Rate Applies:	06/01/18

Company Name	Booth Number	Booth Size

SCALE (check one)

- ☐ 1 Square = 1 Ft (Default)
- ☐ 1 Square = _____ Ft
- ☐ X = 10 x 10 Booth
- ☐ X + Y = 10 x 20 Booth
- ☐ X + Y + Z = 20 x 20 Booth

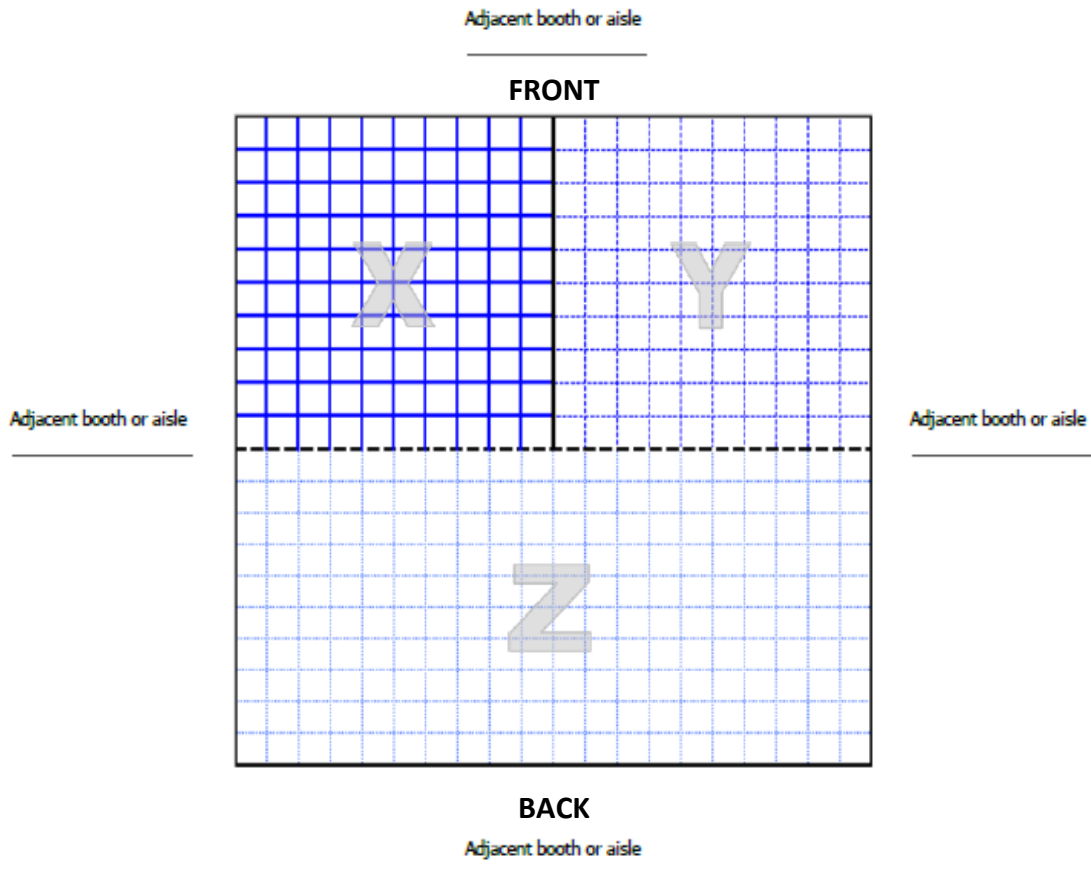
IMPORTANT INFORMATION

- Labor charges apply to orders with four (4) or more services.
- Mark the adjoining booth number and/or aisles for orientation.
- Use the coordinates or the boxes as a scale for placement of services.
- Grids submitted without orientation will default to marked "FRONT" and "BACK" booth orientation shown below.

LEGEND

- X** Power Outlet
- I** Internet
- P** Phone
- O** Water
- ▲** Air

Exhibitors may contact show management for a copy of the exhibit show floor plan



Client & Exhibitor Service Yard and Entry Rules

PLEASE ENSURE EXHIBITORS ARE PROVIDED WITH THESE RULES

- ID or credentials required to enter at the services entrance of the ACCD – all persons entering must check in with ACCD Security.
- No possession or use of alcohol or illegal substances.
- All containers, packages and vehicles subject to inspection.
- The unlicensed possession of weapons by persons on ACCD property is a felony
- Event or show requests to demonstrate, trade, display or sell any firearms, simulated firearms, or dangerous weapons must be made in writing to the ACCD (90) days prior to the first contract date.
- Children under 17 are prohibited from ACCD service yards and Exhibit Halls during move in/out.
- The ACCD service yard is closed during show hours except for ACCD business. Due to safety and security, exhibitors and attendees are prohibited from using the service yard entrances and exits while the show is in progress.
- No animals other than trained service dogs or with prior ACCD approval
- All pedestrians must use the pedestrian gate when entering the service yard.
- No speeding or reckless use of vehicles, forklifts, carts or equipment. Clients, service contractors and exhibitors must comply with all federal, state and municipal fire codes that apply to a place of public assembly, as well as Occupational Safety and Health Association (OSHA) regulations.

Questions? Please contact a Security Coordinator or Austin Convention Center Security Control at (512) 404-4111.

