

Group # _____

Service Order

Date: _____ Conference Name: _____
 Name _____ Contact Name _____
 Address _____
 City _____ State _____ ZIP _____
 Phone _____ Email: _____

Installation Information

Location: _____ Booth #: _____
 Setup Day/Date/Time: _____
 Removal Day/Date/Time: _____

Qty	Description	Unit Price	TOTAL
	Shared High Speed Internet Access Wired - Initial MAC address	\$1,200	
	Additional Wired MAC address (each)	\$250	
	Additional MAC address w/ Customer Provided Equipment (each)	\$200	
	Any Public IP Address	\$350	
	Shared High Speed Internet Access Wireless - Initial MAC address	\$750	
	Additional Wireless MAC address (each)	\$375	
	Up to an 8 port switch	\$150	
	16 port switch	\$300	
	24 port switch	\$450	
	cable up to 50 feet (each)	\$40	
	cable greater than 50 feet (each)	\$75	
	Labor - moves/changes/troubleshooting	\$80	
	Hotel Voice Line -- Unrestricted (*)	\$250	
	Hotel Voice Line -- Restricted (**)	\$250	
	Voicemail - Line of Feature	\$50	
	Security - Line of Feature	\$50	
	Rollover / Hunt - Line of Feature	\$50	
	Hotel Business Voice Line (No Access Fees)	\$400	
	ISDN Line (Client Provides The ISDN Router)	\$700	
	Private (BellSouth) Voice Line(***) (Direct Dial Outside)	\$350	
	Digital Speaker Telephone (Line is not Inclusive)	\$100	
	Multi Line Digital Telephone (Line is not Inclusive)	\$250	
	Analog Speaker Telephone (Line is not Inclusive)	\$50	
	Polycom Speaker Telephone (Line Is Not Inclusive)	\$250	
	Standard Desk Telephone (Line is Not Inclusive)	\$30	

(See Explanation Of Asterisks Below)

sub TOTAL

Taxes

TOTAL

(*) Unrestricted Allows In-House, Local, & Long Distance Calls

** Hotel lines can be fax, credit card, and regular voice lines

(**) Restricted Allows In-House, Local, & Long Distance Calls per Requested Restrictions

(***) Private Allows Direct Business Line(s) for Private Use. (No Access Use Fees)

** local, long distance, & 800 calls the charge is \$1.00 plus tax for the first hour and on the 61st minute the charge is 10 cents per minute.

Prices reflect advanced orders which need to be received 10 days prior to set up for the event. Otherwise standard rates apply call to inquire

Should you need a Dedicated solution please call to inquire about pricing. 615-458-0123

Special Instructions

If choosing wireless please create a User name and password for each device. The parameters for each is that they are both cAse seNsiTive and need to be at least six alpha numeric characters long. One accepts responsibility of rented equipment with the initiation of this order for the duration of event.

Payment Master Account Visa MasterCard American Express Other _____









CC # _____ Expires _____ Security Code _____

Signature: _____ Group Code _____


Please Complete and Email or Fax to Information Technology 10 days Prior to Setup to receive advance pricing. Please also include diagrams of your booth to ensure proper placement of services (no matter the size of the booth).


Gaylord Opryland Resort and Convention Center Information Technology Terms, Conditions and Regulations


GENERAL:


-  Installation of network and cabling services within the Gaylord Opryland Resort and Convention Center is exclusive. IT Services are to be ordered by each exhibitor separately and are not to be shared with other exhibitors. This also refers to wireless devices. Routine audits are performed to ensure adherence.
-  All prices are for rental of services only. Material and equipment furnished by the Gaylord Opryland Resort and Convention Center for IT services shall remain the property of the Gaylord Opryland Resort and Convention Center's unless otherwise specified, and shall be returned to the Gaylord Opryland Resort and Convention Center's Exhibitor Service desk at the close of show. The Gaylord Opryland Resort and Convention Center is not responsible for lost or damaged equipment while in the exhibitor's possession.
-  Under no circumstances shall anyone other than the Gaylord Opryland Resort and Convention Center's Information Technology technicians make any special wiring within the resort property. Only the Gaylord Opryland Resort and Convention Center's Information Technology technicians are authorized to modify system wiring or cabling. Any wiring or cabling damage costs (plus administration fees) will be billed to the exhibiting firm name.
-  Delivery data transmission lines ordered from an outside vendor will only be allowed to the property DMARC Center. All circuit installs must be coordinated with the Gaylord Opryland Resort and Convention Center's Information Technology group at least 9 weeks in advance of show date.
-  All exhibitor network services will be disconnected on the last day of the event, sixty (60) minutes after the show's official closing time.
-  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 placement of communication services, computer equipment or intranet working cabling. All island booths will require a scaled diagram with orientation. Additional labor and materials will be charged for precise placement of communication services. Additional labor charges will be required for relocating service after installation. The Gaylord Opryland Resort and Convention Center will not be responsible for any cutting or altering of any floor coverings in order to bring data services to a booth.
-  Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service and any associated labor. Labor is charged in ½ hour increments (minimum charge is ½ hour). Labor rate is \$80.00/hour (advanced -- scheduled) and \$125.00/hour (standard -- non-scheduled).
-  Notification of cancellation must be received in writing a minimum of five (5) days prior to scheduled opening date. Credit will not be given for connections installed and not used. No credit will be given for service canceled less than forty-eight (48) business hours prior to the scheduled event opening. Disputes concerning services must be filed by the exhibitor with the Exhibitor Services Department prior to the close of show. The Gaylord Opryland Resort and Convention Center will resolve disputes in a timely manner.


NETWORK | INTERNET | WIRELESS:


 The network connections provided by Gaylord Opryland Resort and Convention Center may be used only by the directors, officers and employees of the company; exhibitors, agents and consultants while performing service for the exhibiting company and cannot be resold or distributed to other companies. The services being provided by Gaylord Opryland Resort and Convention Center will facilitate communications between the Gaylord Opryland Resort and Convention Center's authorized users and the entities reachable through the Internet. Users of Gaylord Opryland Resort and Convention Center services shall use reasonable efforts to promote efficient use of the network to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.


 Users of Gaylord Opryland Resort and Convention Center services shall not disrupt any of the Gaylord Opryland Resort and Convention Center network or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of the Gaylord Opryland Resort and Convention Center or other associated networks. Gaylord Opryland Resort and Convention Center services shall not be used to transmit any communication where the meaning of the message, or its transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.


 Gaylord Opryland Resort and Convention Center reserves the right to troubleshoot with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord Opryland Resort and Convention Center reserves the right to immediately disconnect network connections when activity such as denial of service attacks, port scans, or any other form of network performance degradation activities. After disconnection, isolation and quarantine assistance will be given.


 All devices for which the Gaylord Opryland Resort and Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord Opryland Resort and Convention Center assigned IP address. At no time, while connected to Gaylord Opryland Resort and Convention Center network, will the customer use run their own DHCP server. Physical layer network audits are performed to ensure adherence.

 The Customer must provide the node equipment (personal computer, etc.) properly configured, as well as a standard Ethernet adapter card, rated for 10/100Mbps with an RJ-45 jack. The Customer is responsible for the proper configuration of computing machinery and software for Internet and Ethernet communications.

 Wireless Specific (802.11a,b,g): The use of any wireless access point or any other device that interferes with the facilities wireless data frequencies is strictly prohibited. At no time will an exhibitor or customer power up any wireless device not provided by Gaylord Opryland Resort and Convention Center without prior authorization. Additional charges will be added upon violation.

 Wireless users will receive a user name and password specific to that MAC Address that it initially logs onto the network. If the username and password is used more than once by a different device i.e. (pc, laptop, pocket pc, etc.) additional connections will apply at the standard rate. These charges are subject to be applied to the credit card on file without notification. No sharing of password and usernames will be permitted. Each device needing connectivity will need there own username and password.

 Internet Performance Disclaimer: Gaylord Opryland Resort and Convention Center does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. The Gaylord Opryland Resort and Convention Center is the exclusive supplier of Internet connectivity for all events within the facility. We are equipped with a DS3 (45mbps) dedicated Internet connection to a tier 1 provider, and can provide Internet and networking connectivity to any location within the Convention Center.

 **Internet Security Disclaimer: Gaylord Opryland Resort and Convention Center does not provide security, such as but not limited to firewalls, NATing devices, virus protection, etc. for any Internet services we provide. It is the sole responsibility of the exhibitor or customer to provide all necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold Gaylord Opryland Resort and Convention Center; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.**