

TERMS, CONDITIONS & REGULATIONS

1. Order (with payment) must be received a minimum of 21 days prior to the scheduled event opening for advanced payment rates. Orders received without payment will not guarantee advance rates. Orders received less than 21 days prior to scheduled event opening will be charged the regular rate.
2. In the event that totals are calculated incorrectly, Edlen reserves the right to make the necessary corrections. Exhibitors will be notified by email or fax of any corrections made. This includes adding the required minimum CFM charges when applicable and labor charges.
3. All outlets will be installed on the floor at the back wall of inline and peninsula booths. All services ordered for island booths will be dropped to one location in the booth. Edlen will make every attempt to deliver these services to a location convenient to the Exhibitor.
4. Distribution of services throughout the booth space, whether under the carpet, above the carpet or overhead is done on a time and material basis. Lift charges may also apply for overhead distribution.
5. Additional footage charges apply when an Exhibitor requires services to be dropped from overhead when services originate on the floor or columns.
6. The CFM (Cubic Feet per Minute) requirements determine the volume of air required to properly operate Exhibitors equipment. CFM is a labor charge for sizing and installation of the service infrastructure.
7. In some instances a pump is required to drain services out of an Exhibitor's booth. When this occurs, time & material charges apply. Exhibitors are encouraged to contact Edlen to discuss any potential additional costs.
8. Edlen plumbers make all service connections. Special equipment requiring company engineering or technicians for assembly, servicing, preparatory work and operation may be executed without Edlen plumbers.
9. Service outlet size is determined by the volume required. Air line size is dictated by the CFM requirements. Standard air lines terminate with a 1/2" female iron pipe valve.
10. Compressed Air is supplied during show hours only. If compressed air is required for non-show hours call for a quote.
11. Wall, column and permanent building utility outlets are not part of booth space and are not to be used by Exhibitors.
12. Unless otherwise directed, Edlen personnel are authorized to cut floor coverings to permit installing service(s) ordered.
13. Pressure for Water Services may vary. No guarantee can be made of minimum or maximum pressure. If pressure is critical, the Exhibitor should arrange to have a pressure regulator valve installed.
14. Natural Gas "when available" is not regulated by Edlen and is at the facility pressure (4oz.). Call for price quote when available.
15. Gas & Cylinders: When available 1025 - 1030 BTU per cubic foot at 7' water column pressure. Credit will not be provided on unused cylinders.
16. All equipment using water must have inlet and outlet properly tagged.
17. All equipment must comply with state and local codes.
18. Edlen will not be responsible for moisture or water in air lines. Exhibitors should supply their own filter or other equipment to handle moisture or water.
19. For gas cylinders or any other special requirements call Edlen for a quote at the number on the front of the form. Delivery charges will apply to any specialty equipment delivered and removed from the Exhibitor booths.
20. Edlen must have 30 days notice in order to supply special regulators, strainers, traps, etc.
21. Claims will not be considered or adjustments made unless filed by the Exhibitor in writing prior to close of the event, no exceptions.
22. Credit will not be given for outlets installed or connections made and not used.
23. Payment in full for all plumbing services provided must be made prior to close of the event.
24. It is agreed that in the event it becomes necessary to turn this matter over to an attorney for collection, or to file a lien, or foreclosure, or otherwise, Exhibitor will pay Edlen its attorney fees or applicable agency fees.
25. A service charge of \$25.00 will be assessed for all returned checks or declined credit cards.
26. A service charge of 1.5% per month on any unpaid balances will be made starting 10 days after date of invoice.

**POWER TO OPERATE ANY PLUMBING APPARATUS IS NOT INCLUDED.
ALL ELECTRICAL REQUIREMENTS MUST BE ORDERED ON THE ELECTRICAL FORM**

For Further Information please visit our website at www.edlen.com
or call the number on the front of this form

Terms & Conditions

1. M.C. Dean, Inc. is the exclusive provider of all Internet, Network and Telecommunication services (wired and wireless) at the Baltimore Convention Center.
2. Orders – Customer must provide all information necessary for the effective setup/installation of services while submitting the Telecom Order. Failure to provide this information may result in the delay of order processing and/or installation, and may also cause associated costs to revert to the Standard Rates.
3. Floor Plan – Customer must provide floor plan with desired placement of ordered services clearly marked. If Order is submitted without a floor plan, services will be installed to the most logical location as determined by an M.C. Dean representative. Relocation of installed services will incur an additional fee per end-connection that is moved.
4. Service Installation – Ordered services will most typically be available for use at least four (4) hours prior to show move-in date/time if Order has been submitted properly. M.C. Dean Service Desk will be available during the show move-in. For after hour's emergency please call 1-800-7MCDEAN, option #3.
5. Internet/Network Services – Ethernet access to our core services, with shared or dedicated internet access up to 1 Mbps or greater depending on ordered services, is provided for each ordered connection and includes one private IP Address. Routers, Proxy Servers, Streaming Appliances, DHCP, NAT or VOIP are not allowed with any of our shared Internet/Network Services. Customer must purchase additional private IP Address(es) for each node/user/device in order to use internet services. Internet speeds may be increased if necessary. Please call for quote.
6. Wireless Internet – M.C. Dean, Inc. is the exclusive provider of wireless services at the Baltimore Convention Center which include 802.11a/g/n. Wireless devices not authorized by M.C. Dean are strictly prohibited. Customers that desire to showcase their wireless products must contact M.C. Dean 21 days in advance of show move-in to investigate the potential of M.C. Dean engineering a customized cohesive network to operate without interference to other Customers (applicable charges may apply). Due to interference from mobile devices within the confines of exhibition space, it is highly recommended that all Mobile Hot Spots are turned off. No guest are allowed to connect their wireless devices to the Baltimore Convention Center network without prior arrangement. Please contact M.C. Dean, Inc. at 410-649-7099 with your device Name, MAC address, and Device SSID, for approval and/or coordination. Failure to provide this information may result in a delay in accessing wireless services. For all critical or higher-demand internet requirements such as video streaming, product demonstrations, presentations, etc., a wired connection it is recommended. Misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. All wireless access points not previously disclosed and authorized by M.C. Dean are strictly prohibited.
7. Internet Security – All customers are responsible to provide their own internet security for all devices. Failure to protect your devices may result in the termination of internet services. Additional Firewall protection services may be available upon request. Please call for quote.
8. Internet Performance Disclaimer – M.C. Dean provides no guarantee, either expressed or implied, as to the performance, throughput, routing, nor reliability of core trunk circuits outside of the Baltimore Convention Center.
9. Long Distance Calls – Customers must specify in advance of any lines needing Long Distance capability. All lines are otherwise restricted to local only dialing. M.C. Dean will provide a detailed listing of all billable calls made from associated services. Customers are implicitly responsible for any/all long distance calls, to include international, and all other charges associated to their assigned numbers.
10. Any additional cost incurred by M.C. Dean to assist in troubleshooting, diagnosis or problem resolution found not to be the fault of M.C. Dean or collect information required to complete the installation that Customer fails to provide (i.e. floor plans or special circuit numbers) may be billed to the Customer at the prevailing rate.
11. Only M.C. Dean personnel are authorized to modify system wiring or cabling. Material and equipment furnished by M.C. Dean for this service contract shall remain the property of M.C. Dean.
12. Rental Equipment - Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment in good working condition to the M.C. Dean Service Desk within one hour following close of the show. If provided equipment is not returned in time the customer will be charged a fee of \$100 per device.
13. Rates – Advanced rates are applied when a fully completed Order with payment is received no later than 21 days prior to the first day of show move-in. Standard rates are applied to all orders received less than 21 days prior to show move-in has started, or orders received on or before 21 days of the show move-in day but missing payment, or orders placed on site or after show move-in has started.
14. Taxes – The prices listed on this contract do not include Federal, State, Local or Other Taxes and Tax surcharges. Taxes / Tax surcharges will be included on your final bill.
15. Cancellation – All cancellation requests must be in writing. Oral cancellation requests by phone or in person may also be allowed at the discretion of the M.C. Dean Project Manager. Only cancellation requests received at least 3 days prior to scheduled show move-in will be honored and will incur a minimum \$130.00 or 10% cancellation fee (whichever is greater). Additional charges may also apply for orders that have already incurred processing, labor, material, and/or engineering costs. **Some specialized broadband services and/or customer-specific services cannot be cancelled once ordered and will continue to be billed at the listed, agreed-to rate. *Credit will not be given for service(s) installed and not used.*
16. ***ALL SUSPECTED SERVICE-RELATED ISSUES MUST BE REPORTED TO THE M.C. DEAN SERVICE DESK OR OTHER M.C. DEAN REPRESENTATIVE***. NO service claim not filed in writing by Customer prior to close of show will be considered.
17. Prices are based upon current rates and are subject to change without notice.
18. Payment-in-Full must accompany Order. Credit Card users may fax their orders to 1-877-819-4023 or email them to BCC_support@mcdean.com. Credit card charges may appear as "M.C. Dean" or "OpenBand". As a convenience, original credit card authorization will be used for additionally incurred charges as well.
19. M.C. Dean accepts payment in U.S. Dollars, in the form of Cash, Checks, Wire Transfers, or any of the following Credit Cards: Visa, MasterCard, AMEX, or Discover. Checks must be made payable to M.C. Dean, Inc. and mailed to 1 West Pratt Street, Baltimore, MD 21201-2499, Attention: Martin Husbands.
20. For convenient online ordering, please use <http://bcc.mcdean.com>. For service and order inquiries please call 410-649-7097.
21. Due to the cost of processing checks, refunds due in the amount of \$35.00 or less will not be refunded except upon written request.

Customer Acceptance of All M.C. Dean, Inc. Terms and Conditions:

With execution of this document the Customer hereby authorizes M.C. Dean, Inc. to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of these Terms & Conditions. In case of using wireless services the Customer hereby attests to his or her understanding of limitations and vulnerabilities of the wireless services provided by M.C. Dean, Inc. as well as admits that in case of using this service for any reason including, but not limited to, demonstrating, showcasing or presenting own product(s), M.C. Dean will not be held liable for the possibility of interference.

Print Authorized Name

Authorized Signature

Date Signed

M.C. Dean, Inc. Wi-Fi Terms & Conditions

At the Baltimore Convention Center

The Terms and Conditions contained herein pertain specifically to the Wi-Fi service offered to customers by the Baltimore Convention Center and M.C. Dean, Inc. at "The Baltimore Convention Center".

The intent of these terms and conditions is to detail the Wi-Fi services offered and the support that M.C. Dean, Inc. will offer.

1) Wi-Fi Service offered

Under the terms of this agreement M.C. Dean, Inc. shall provide Wi-Fi Internet access 802.11a/g/n, at a provisioned rate of up to 2Mbps per device connected. The actual available bandwidth will be dependent upon total number of users/devices simultaneously accessing the network at any given time.

2) Restrictions of Wireless Devices

No customers are allowed to connect their wireless devices to the Centers network without prior approval. M.C. Dean requires all Customers showcasing any wireless and wireless-related products to contact M.C. Dean at least 21 days prior to the show move-in so that we may engineer a cohesive network operating without interference. (all approvals will incur a site survey fee). Per M.C. Dean, Inc. Terms and Conditions included as page two of the "Internet-Telecom Service Agreement", misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment at the discretion of M.C. Dean, **In which, no service refunds will be given.**

3) Performance declaration

- Attendees/Exhibitors Wi-Fi Internet Access: Wi-Fi service is provided via 2.4 GHz 802.11b/g/n and 5 GHz 802.11a/n standards. Every effort will be made including adding additional access points to ensure the best Wi-Fi internet coverage throughout The Center. M.C. Dean does not recommend Wi-Fi access for critical services such as streaming, product presentation or demos.
- Wi-Fi services, such as 802.11b/g/n can often prove unreliable due to a number of factors, including, but not limited to, the Wi-Fi technology included in most modern mobile devices (Smart phones, mobile Computers, etc), third-party exhibitor hotspots, use of roaming hotspot technology by attendees, and interference from surrounding facilities. For these and other limiting factors not specified here, M.C. Dean makes no guarantee of performance for Wi-Fi services operating in the 2.4 GHz band, but will provide onsite engineering support to aid in the maximization of performance and end-user experience for Exhibitors/attendees for the duration of the conference.

4) Onsite Technical Support

- M.C. Dean, Inc. will provide onsite support during all Conferences. This support will be available from the opening day of the convention to the last day of any meetings.

5) On Site Contact

- **410-649-7099**
- **410-963-0598**

6) After Hours Contact

- For after hour's emergency, please call **1-800-7MCDEAN**, then press option #3.

Customer Signature: _____ **Date:** _____

Printed Name: _____ **Title:** _____

Email: _____ **Contact Phone #:** _____