InternetServices

The Center offers a wide variety of Internet and Technical services through our experienced in-house team of technicians.

WIRED INTERNET SERVICE AND LABOR

Shared Service	Advanced Rate	Standard Rate
Basic Internet	$125.00	$175.00
Premium Internet	$250.00	$375.00
Additional Devices for Premium Internet	$99.00	$150.00

Dedicated Service	Advanced Rate	Standard Rate
3 Mbps	$2,500.00	$4,000.00
5 Mbps	$4,500.00	$6,500.00
10 Mbps	$7,500.00	$9,500.00
12 Mbps	$8,500.00	$10,000.00
Upgrade to Public IP	$199.00	$300.00

INTERNET LABOR SERVICES

	Advanced Rate	Standard Rate
Per Hour/Per 4 Cables	$125.00	$125.00
Special Features	$995.00	$995.00

WIRELESS INTERNET SERVICE (WI-FI)
Wireless internet service is provided free of charge throughout the public spaces of the Center.

Shared Service	Advanced Rate	Standard Rate
Basic Internet	$125.00	$175.00
Premium Internet	$250.00	$375.00
Additional Devices for Premium Internet	$99.00	$150.00

Dedicated Service	Advanced Rate	Standard Rate
3 Mbps	$2500.00	$4000.00
5 Mbps	$4500.00	$6500.00
10 Mbps	$7500.00	$9500.00

EQUIPMENT RENTAL

	Advanced Rate	Standard Rate
8 Port Switch	$125.00	$185.00
24 Port Switch	$185.00	$225.00
48 Port Switch	$500.00	$750.00
Patch Cable (Cat5)	$50.00	$62.00

TERMS & CONDITIONS

InternetServices

TERMS & CONDITIONS
Please see page 24 of this document for a full list of terms and conditions.

Frequently Asked Questions – Internet Services

Do you have wireless internet?
The Center offers free wireless internet service throughout the public spaces of the building; open your internet browser and look for the Center-GUEST wireless network. This service is designed for casual users and has limited bandwidth. If you are relying on the internet to showcase your product or conduct credit card transactions, we strongly recommend a wired internet connection for reliable service.

Can I bring my own hub or switch?
The Center offers switch devices instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are permitted to bring their own switches or hubs.

What is bandwidth and how do I know how much I need?
Bandwidth is the "size of the pipe" that data can traverse. The bigger the bandwidth, the faster data can be transferred. So, the 500 Kbs has more bandwidth than a 300 Kbs. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

I need to access my company's network while I'm exhibiting at your facility. Which service will allow me to do this?
Exhibitors who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or "tokens" should choose a 300 Kbs service or higher. While the 200 Kbs does allow exhibitors to use a VPN, some Exhibitors have experienced difficulty connecting because the 200Kbs service uses NAT (Network Address Translation). NAT is a process by which the Center can provide thousands of IP addresses to exhibitors while only using a few" real" internet routable addresses.

What is a VLAN?
A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

I ordered a switch and cables, how and when do I get them?
When you are ready for your switch and internet cables, please visit the Center Exhibitor Services Desk.

INTERNET ORDER FORM

Huntington Convention Center of Cleveland

1 St Clair Ave, NE, Cleveland, OH 44114
Phone: (216) 928-1310
www.clevelandconventions.com

Advance Payment Deadline Date: 21 Days Prior to First Event Day

COMPANY NAME:		BOOTH NUMBER:	
EVENT:			
FACILITY:	**Huntington Convention Center of Cleveland**		
DATES:		EVENT #	

FOR YOUR CONVENIENCE PLACE YOUR ORDER ONLINE AT WWW.CLEVELANDCONVENTIONS.COM/EXHIBITOR

ORDER INSTRUCTIONS

BASIC SERVICE
NO SWITCHES OR ROUTERS
Provides a shared line with speeds up to 1.5 Mbps (not guaranteed). One device only—no switches or routers. Perfect for checking email or displaying your company website. DHCP—this service is plug and play!

PREMIUM SERVICE
SWITCHES ONLY—NO ROUTERS
Provides a shared line with speeds up to 10 Mbps (not guaranteed). Recommended for cyber cafes, social media feeds, and multi-media downloads. Required for use of a switch. Purchase "Addt'l Devices for Premium" to add additional IP addresses—you may rent a switch and patch cables from us, or bring your own. DHCP enabled. Static private IP addresses can be assigned at no charge. Public IP address

DEDICATED SERVICE
REQUIRED FOR ROUTERS
Connection speeds are based on the purchased line, and are guaranteed for both uploads and downloads. Dedicated services is required for web casting, HD streaming, and any use of a router (wired or wireless). We do not rent or program routers. DHCP enabled. Static private IP addresses can be assigned at no charge. Public IP address are

DISTRIBUTION OF CABLES
You may run your own cables under flooring if you wish; however, be advised that this may negatively impact your freight/carpet delivery and your booth installation. If you would like our technicians to distribute your cables in advance of your arrival, please include a floor plan layout of your booth space including the exact location of each line, orientation with respect to surrounding booths, and (in the case of an island booth), the location of your main drop. If a main drop is not indicated on the floor plan, service delivery will be to the most convenient location.

TERMS & CONDITIONS
I agree in placing this order that I have accepted HCCC's payment policy and the terms and conditions of contract.

CANCELLATIONS
Credits will not be issued for services delivered and not used. See terms and conditions for additional details.

Form IT-Center-12-1-2019

WIRED INTERNET SERVICES AND LABOR

SHARED SERVICE	QTY Show Hours Only	ADVANCE PAYMENT PRICE	REGULAR PAYMENT PRICE	TOTAL COST
Basic Internet		$125.00	$175.00	
Premium Internet		$250.00	$375.00	
Addt'l Devices for Premium		$99.00	$150.00	
DEDICATED SERVICE				
3 Mbps		$2500.00	$4000.00	
5 Mbps		$4500.00	$6500.00	
10 Mbps		$7500.00	$9500.00	
12 Mbps		$8500.00	$10000.00	
Addt'l Drop Same Location		$995.00	$1194.00	
Upgrade to Public IP Address		$199.00	$300.00	
LABOR				
Per Hour/Per 4 Cables		$125.00	$125.00	
Special Features		$995.00	$995.00	

Please call us for information on any services (such as higher bandwidth)

WIRELESS INTERNET SERVICES (Wi-Fi)

SHARED SERVICE				
Basic Internet		$125.00	$175.00	
Premium Internet		$250.00	$375.00	
Addt'l Devices for Premium		$99.00	$150.00	
DEDICATED SERVICE				
3 Mbps		$2500.00	$4000.00	
5 Mbps		$4500.00	$6500.00	
10 Mbps		$7500.00	$9500.00	
12 Mbps		$8500.00	$10000.00	

EQUIPMENT RENTAL (We cannot rent or provide support on routers)

8 Port Switch		$125.00	$185.00	
24 Port Switch		$185.00	$225.00	
48 Port Switch		$500.00	$750.00	
Patch Cable (Cat5)		$50.00	$62.00	

SUBTOTAL	
TOTAL PLUS TAX (8%)	

TRANSFER ESTIMATED TOTAL TO THE METHOD OF PAYMENT FORM

PRINT NAME:

EMAIL: PHONE:

The "Method of Payment Form" must be completed and returned with this order form.