TAMPA
CONVENTION CENTER

EXHIBITOR ORDERING GUIDE

YOUR ROADMAP TO A SUCCESSFUL EVENT

SmartCity NETWORKS

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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.

Order online at:
https://orders.smartcitynetworks.com
or call 888.446.6911

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Is the exclusive provider of the following services:

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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.

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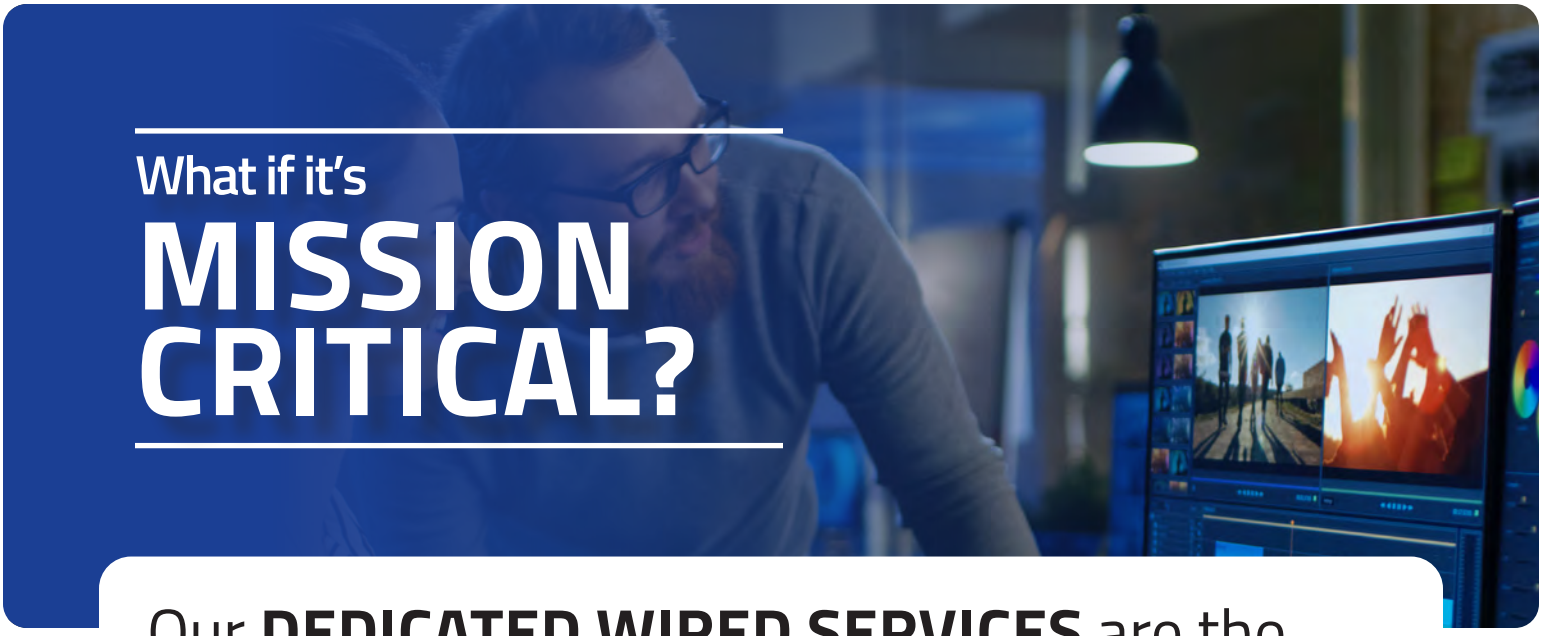

What if it's

MISSION CRITICAL?

Our **DEDICATED WIRED SERVICES** are the **FASTEST AND MOST RELIABLE** way to deliver high quality experiences at your event.

DEDICATED SERVICES	STREAMING SD	or HD	or UHD	INCENTIVE*	BASE	ON-SITE
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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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 1.5 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

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Wi-Fi Splash Page services starting at $250
https://orders.smartcitynetworks.com/wifi-splash-page-design

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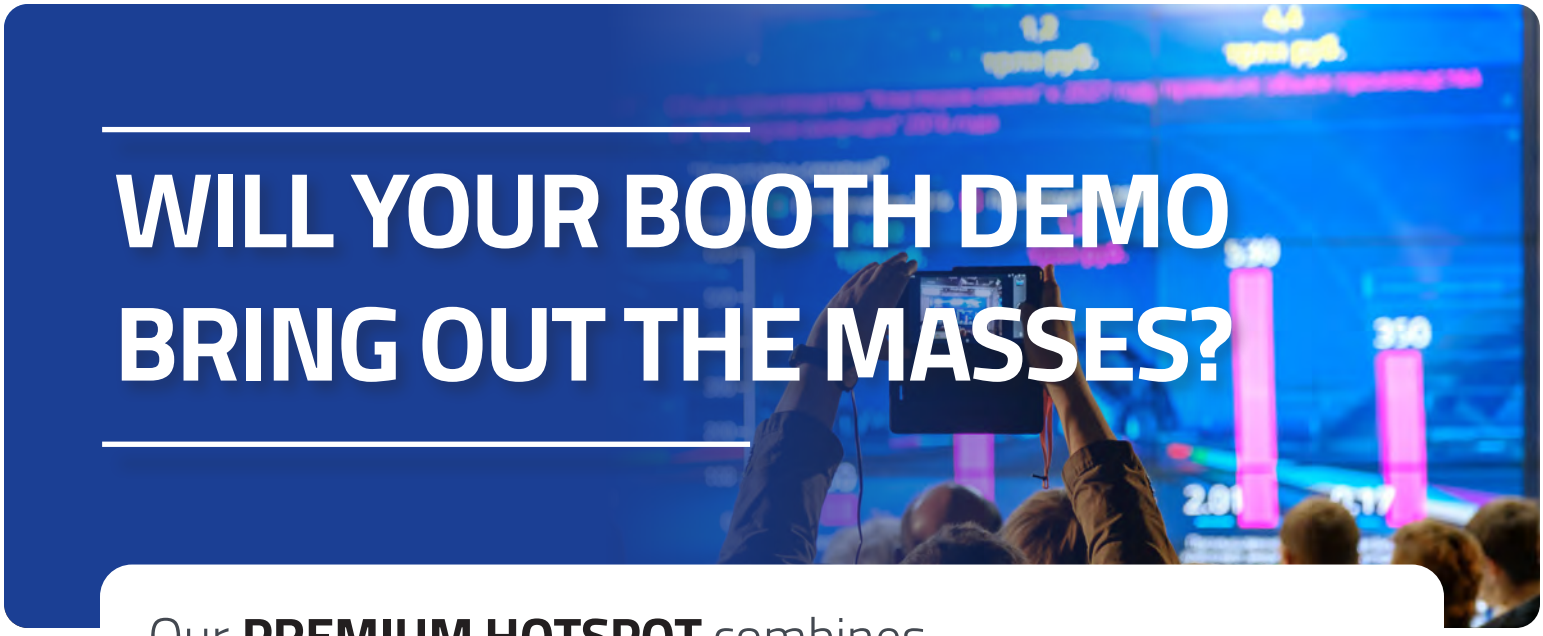

WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

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 SD	or HD	or UHD	**INCENTIVE***	BASE	ON-SITE
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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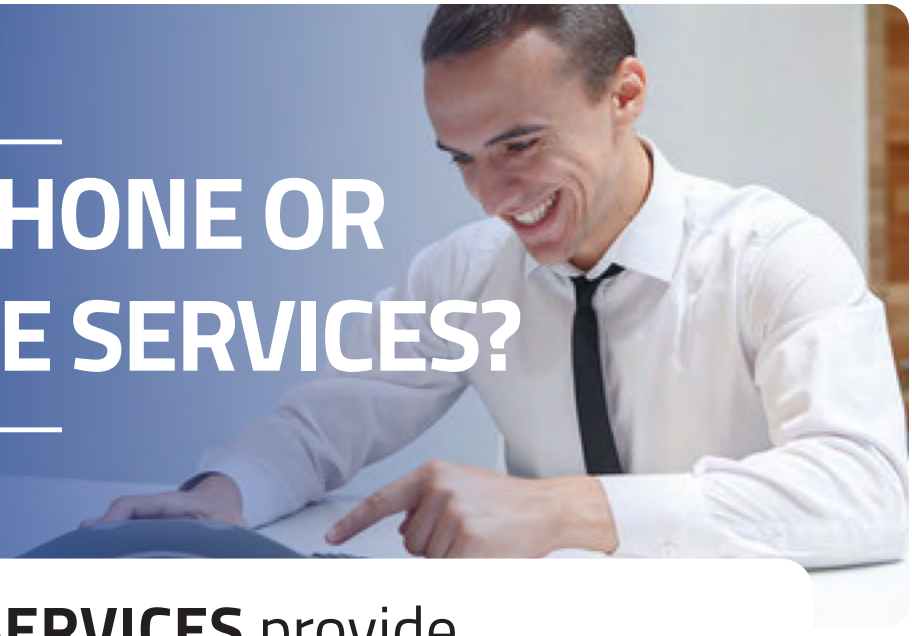
NEED TELEPHONE OR CONFERENCE SERVICES?



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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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

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Where TECHNOLOGY Meets HOSPITALITY

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."

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