

BOCO Enterprises, Inc. Utility Order Form

46100 Grand River Avenue, Novi MI 48374 * Phone: 248-348-5600 * Fax: 248-380-3005

Email your order form to: dawn@vibeshowplace.com

You may also order services online at www.vibeshowplace.com/serviceordering

Name of Show: _____ Date of Show: _____ Booth # _____

Company Name: _____ Contact Name: _____

Address: _____ City, State, Zip: _____

Email Address (please print clearly): _____

Phone: _____ Ext: _____ Fax: _____

Form of Payment: ☐ Cash ☐ Check ☐ Visa/MasterCard ☐ American Express ☐ Discover

A 4% administrative fee will be added to all credit card transactions.

Check/Credit Card Number: _____ Expiration: _____

If paying by credit card, please place authorization signature here: _____

Please make checks payable to: BOCO Enterprises, Inc. * No refunds five days prior to show.

Rates quoted include bringing of service to the exhibit booth. All wiring of electrical work on exhibitor displays are charged on time and material basis. Tagging of equipment for proper voltage, phase, connections, etc. is exhibitor's responsibility. Exhibitors using sensitive electronic equipment should provide their own power conditioning. BOCO Enterprises and/or Vibe Credit Union Showplace are not responsible for voltage or frequency variances.

FULL PAYMENT must accompany order to receive advance rate. NO EXCEPTIONS! All orders received after deadline or on-site are subject to the floor rate.

Any orders requiring collection during or after the show are subject to the floor rate, including declined credit cards. Prices subject to change at discretion of BOCO Enterprises only. **ADVANCED RATE DEADLINE: Five (5) days prior to the first move-in day.**

Requirements	120 V – Single Phase			208 V – Single Phase			208 V- Three Phase			480 V – Three Phase		
2000 Watts/20 amps is a standard outlet	Qty	Advance	Floor	Qty	Advance	Floor	Qty	Advance	Floor	Qty	Advance	Floor
2000 Watts-20amps →		\$100	\$175									
30 amp					\$200	\$300		\$240	\$320		\$750.00	\$1050.00
50 amp					\$295	\$410		\$355	\$495		N/A	N/A
60 amp					\$465	\$650		\$600	\$840		\$900	\$1250
100 amp					\$685	\$950		\$820	\$1150		\$1425	\$2000
200 amp					\$1400	\$1950		\$1640	\$2300		N/A	N/A

EXHIBITOR BOOTH CLEANING

For your convenience, we offer individual booth cleaning service. This is an optional service that will not be provided without the return of this form as well as advanced payment.

One Time Booth Cleaning (Optional)

Carpets vacuumed or floor swept, wastebaskets emptied, tables wiped. One time service provided the night before the first open show day only.

Total booth sq. ft. x .15

_____ sq. ft. x .15 = _____

Multiple Day Booth Cleaning Services (Optional)

Carpet vacuumed or floor swept, wastebaskets emptied, tables wiped. Service is provided nightly, after show closing. Service commences on the final night of move in and ends the night before closing of the show.

Total booth sq. ft. x .30

_____ sq. ft. x .30 X _____ (number of show days) = _____

PHONE SERVICES

Data transmission capabilities are limited and exhibitors should inquire if there are questions concerning the compatibility of any equipment with BOCO Enterprises, Inc. phone system. Customers are responsible for all local and long-distance charges made on phone lines from move-in through move-out of show. Billing for all additional charges will be at a later date. Please call for phone service rates.

ELECTRICAL LABOR

BOCO Enterprises must supply all labor. Any electrical orders with floor plans, compressed air, and 480 connections are subject to the Electrical labor rate of \$50.00 an hour.

INTERNET SERVICES

See separate order form

**All internet services provided ON-SITE by Spectrum. Service is accessed through web browser (wireless or hardwire) & paid for by credit card. Wireless internet is \$20.00/day with additional charges for IT support.*

WATER/DRAIN/AIR/GAS - Water service is 3/8" poly pipe with shut off. Any required connections are the responsibility of the exhibitor. Drains are provided via pump. Power outlet in booth is required for drain but may be connected with other equipment. If draining any tub or unit, a small amount of excess water will remain. Exhibitors should use caution when moving units in the building.

Qty	Service	Advance	Floor
	Water	\$300	\$375
	Drain	\$350	\$425
	Air**	\$375	\$500

**** Compressed air connection ½ inch**

Gas Contact BOCO Enterprises, Inc. directly at 248-348-5600 extension 205 for pricing and connection information.

Labor \$50.00 per hour straight time

www.vibeshowplace.com/serviceordering

PAYMENT TOTALS

A 4% credit card processing fee will be added to all credit card transactions.

Electrical Services	\$
Cleaning Services	\$
Phone/Internet Services (Internet - separate order form)	\$
Water/Drain/Air Services	\$
Parking Pass(es) (Separate order form)	\$
4% Credit Card Processing Fee	\$
GRAND TOTAL	\$

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We would like to take this opportunity to welcome your company to the Vibe Credit Union Showplace. We ask your cooperation, so we do not have any exhibitor experiencing any problems during the show.

In order to expedite a smooth and proper operational show, please fill out your service requirement order form and return it immediately. Full payment must accompany order to receive advance rate. No exceptions! Payment in full must be rendered prior to opening of the show. Advance order deadline: Five (5) working days prior to the first move in day. All orders received after deadline or on site are subject to the floor rate. Any orders requiring collection during or after the show are subject to the floor rate, including declined credit cards. All phone orders must have credit card number and expiration date on order form unless prior arrangements have been made, even if paid for in cash. We accept Visa, MasterCard, American Express, Discover and checks as payment.

CANCELLATION POLICY FOR ANY CANCELLED ORDERS AND/OR CANCELLED EVENTS:

- a. Cancellations more than 7 days before the first move-in day will be subject to a 50% administrative fee on all items and services ordered, with the exception of (d) below.
- b. Cancellations made after the initial move-in has begun will not be eligible for a refund for any items or services ordered. (d) below.
- c. At any date of cancellation, Exhibitor will be invoiced in full for any order in which costs have been incurred by BOCO Enterprises for any purchases and/or work undertaken to fulfill the order.
- d. If the event is rescheduled, no refunds will be given. Instead, a credit will be provided on orders and will be moved to the next scheduled event.

To prevent circuit overloads, exhibitors are not allowed to add wattage to existing outlets. We also ask that no exhibitors share drops amongst themselves. Outlets will be dropped in one location in booth, unless floor plan is submitted with order and payment. If more than one booth area is on an order form, please attach an additional sheet with layout and booth number for each booth.

For safety purposes, all connections larger than 30AMP must be hard wired. All motors must have a magnetic starter or manual disconnect switch. Wiring and electrical connections to motors or equipment will be billed on a labor and material basis.

If it is necessary to change the amount of power drops for your booth after installation, floor rates will apply and no credit will be issued for prior payment. All orders must be paid for in full prior to electrical installation.

A 4% administrative fee will be added to all credit card transactions.

Billing for all additional charges will be made at a later date. Customers are responsible for all charges made on phone lines from move in through move out of show.

ELECTRICAL LABOR - is added to all orders with floor plans, compressed air and 480 connections. Additional for flat cords if power is required under the carpet. Labor is billed at \$50/hr. For additional needs not listed on this form, please call our office for availability and pricing.

Power is not guaranteed to be continuous and/or backed up by the Facility's emergency generator or any other sources. BoCo Enterprises, Inc. is not responsible for any damage or loss caused by a loss of power and Exhibitor agrees to hold BoCo Enterprises, Inc., its officers, directors, employees and agents harmless from such power loss. By ordering services through this Order Form, Showplace Exhibitor agrees that the implied warranties of merchantability and fitness for a particular purpose, express or implied, are excluded from this Agreement. IN NO EVENT SHALL BOCO ENTERPRISES, INC. BE LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOST PROFITS) EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER UNDER THEORY OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCTS LIABILITY OR OTHERWISE. Exhibitor shall indemnify and hold harmless BoCo Enterprises, Inc., its officers, directors, employees, and agents from and against any and all claims, liabilities, damages, fines, penalties, or costs of whatsoever nature (including reasonable attorneys' fees) arising out of or in any way connected with Exhibitor's, equipment, actions or omissions under this Agreement.

Thank you and we hope you enjoy the show!

Vibe Credit Union Showplace Management

**PLEASE MAKE CHECKS PAYABLE TO: BOCO ENTERPRISES
PLEASE REMIT TOP COPY TO BOCO ENTERPRISES
BOTTOM COPY IS CUSTOMER COPY**



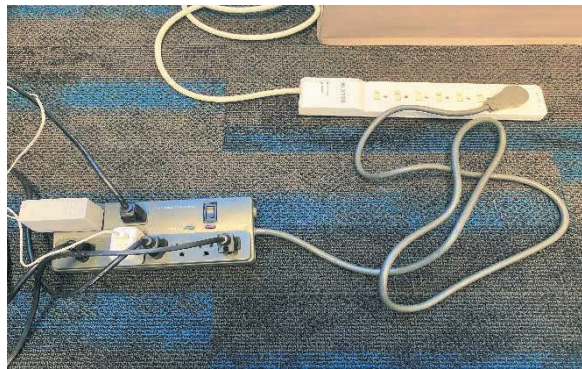
ATTENTION EXHIBITORS

In accordance with the Novi Fire Department the following electrical violations will not be permitted at the Vibe Credit Union Showplace.

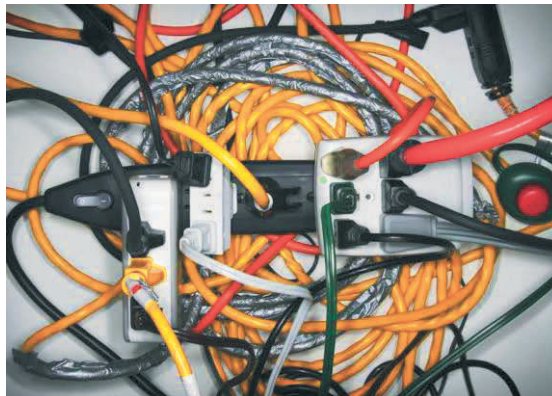
Violations must be resolved prior to show opening.

Exhibitors will be responsible for additional charges due to Fire Marshall violations.
Additional extension cords and power strips can be rented from the service desk.

- A power strip **MAY NOT** be plugged into another power strip.
 - **Only 1 power strip per power drop.**



- Non-fused multi-outlet connections are **NOT ALLOWED**. **Surge protector power strips only.**



- All cords must be **free of damage** and continuous with **no splices** even if wrapped with tape.



BOCO ENTERPRISES INTERNET AND CONNECTIVITY FORM

46100 Grand River Avenue, Novi MI 48374

Phone: 248-348-5600 * Fax: 248-347-7720 * E-mail: dawn@vibeshowplace.com

Company Name:
Address:
City, State, Zip, Country:
Phone #:
Email:
Event Name:
Room/Booth #:

OPTION 1

BASIC INTERNET SERVICE

Wireless is available via access through the splash page.

When onsite, log on and follow instructions for services starting at \$20/day. Basic internet access is intended for the limited purposes of checking email, basic social networking and simple web browsing. It is intended for **ONE device only**. It is **NOT intended for credit card processing, large file transfers, establishment of networks or connection of multiple computers.**

OPTION 2

WIRELESS CONNECTIVITY – ONE DEVICE ONLY

Bandwidth (Shared)	QTY	Advance Rate	Floor Rate	TOTAL
Up to 1.5 Mbps		\$250.00	\$300.00	
Up to 5 Mbps		\$300.00	\$375.00	
Up to 10 Mbps		\$400.00	\$500.00	

OPTION 3

INTERNET SHARED HARDLINE – MULTIPLE DEVICES

Shared Bandwidth Hardline*	Device Limits	QTY	Advance Rate	Floor Rate	TOTAL
Up to 1.5 Mbps	1 drop for up to 3 devices		\$335.00	\$385.00	
Up to 5 Mbps	1 drop for up to 5 devices		\$435.00	\$510.00	
Up to 10 Mbps	1 drop for up to 10 devices		\$535.00	\$635.00	

*A rental switch is required for multiple connections.

* The User must obtain ONE HOUR MINIMUM of technical support to assist in the configuration & connection of the user's device(s).

OPTION 4

DEDICATED HARDLINE – MULTIPLE DEVICES

Dedicated Bandwidth Hardline**	Description <i>All includes 1 public IP & 1 router</i>	QTY	Advance Rate	Floor Rate	TOTAL
Up to 1.5 Mbps	1 drop for up to 3 devices		\$800.00	\$850.00	
Up to 5 Mbps	1 drop for up to 5 devices		\$1,000.00	\$1,075.00	
Up to 10 Mbps	1 drop for up to 10 devices		\$1,200.00	\$1,300.00	

OPTION 5

SECURE CREDIT CARD PROCESSING – ONE DEVICE

Dedicated Bandwidth Hardline**	Description <i>All includes 1 public IP & 1 router</i>	QTY	Advance Rate	Floor Rate	TOTAL
Credit Card Processing	1 drop 1 device		\$250.00	\$300.00	

Routers and 4 patch cords are included with the purchase of dedicated bandwidths. Any additional cords and/or switches will need to be rented at an additional cost. No unauthorized routers or outside devices are allowed. **GREATER BANDWIDTHS (HIGHER THAN 10MB) ARE AVAILABLE BEYOND THOSE LISTED please email support@ccsllc.net or visit the service desk during move in.

Additional Products & Services	QTY	Advance Rate	Floor Rate	TOTAL
Patch cables – 7' – 25'		\$50.00	\$75.00	
Patch cables – 25' – 50'		\$100.00	\$125.00	
Switch rental		\$50.00	\$75.00	
Router		\$100.00 & up	\$150.00 & up	
Labor/floor work		N/A	\$99.00/hr	

By signing this agreement, Customer agrees that Boco Enterprises may store the Customer's credit card information and Customer hereby authorizes BoCo Enterprises to use Customer's credit card information for any additional services. By signing below Customer accepts BoCo Enterprises Terms & Conditions on page 2. **You can also purchase online at Vibe Credit Union www.vibeshowplace.com/serviceordering**
An electrical outlet must be purchased and installed to provide power for internet equipment.

Customer – Please print Name

Customer Signature

Date

Payment is due at the time the order is placed. Payment information:

Check ◦ Payable to BoCo Enterprises, Inc

◦ **Visa/MasterCard**

◦ **Discover**

◦ **Am Ex**

Card Account Number (Please list all numbers on card)

Expiration date required

BoCo ENTERPRISES-Vibe Credit Union Showplace
TERMS & CONDITIONS FOR TECHNOLOGY SERVICES

1. **BoCo ENTERPRISES INTERNET/DATA SERVICES:**
 - A. Due to the nature of the Internet, BoCo Enterprises cannot guarantee any level of performance or accessibility beyond our gateway.
 - B. **Internet speeds are best effort and NOT guaranteed.**
 - C. BoCo does not guarantee the safety or security of equipment, software, or proprietary information connected to or carried over services installed by BoCo and/or its sub-contractors.
2. **BoCo PROVIDES NO GUARANTEE OF SECURITY AND NO ANTI-VIRUS PROTECTION ON OUR NETWORK.**

CUSTOMER IS RESPONSIBLE FOR PROVIDING THEIR OWN SECURITY AND ANTI-VIRUS SOFTWARE.

BoCo is not responsible in any way for damage to equipment or software, loss of proprietary information or network delays or interruptions caused by unauthorized security breaches or intrusions.

Customer may be held liable for any damages to equipment, software, or proprietary information, or any damages due to network delays, interruptions, troubleshooting, and/or repair if the origin of a security breach or intrusion is determined to have originated from their device. BoCo strongly advises every customer to take proper measures to protect their own equipment and software.
3. **CUSTOMER INTERNET/DATA RESPONSIBILITIES:**
 - A. **BoCo REQUIRES THAT UPDATED AND CURRENT ANTI-VIRUS PROTECTION BE INSTALLED ON EVERY DEVICE CONNECTED TO THE BoCo NETWORK.**
 - B. AT NO TIME will any client power up any wireless device not provided by BoCo without prior authorization.
 - C. AT NO TIME while connected to the BoCo network, will the client use/run their own DHCP server.
 - D. Customer must provide a list of all required connections including exact location (exhibit booth number, meeting room number, etc.) and type of device being connected (switch, router, hub, PC, etc.)
 - E. Any customer device that is determined to be causing interference with the normal operation of the BoCo network must, at BoCo's request, be immediately disabled or disconnected from the network.
 - F. Customer must provide equipment that is properly configured and equipped. In the event that BoCo configures any of Customer's hardware and/or software so that the Customer may use the Services, such configuration shall be undertaken with reasonable care and in keeping with standard industry practices. Under no circumstances shall BoCo be liable to Customer for any damages caused by such configurations, and BoCo makes no representation or warranty that any such configured hardware or software shall in fact be compatible with the Services or returned to its original condition or configuration at any time. Any re-configuration of Customer's hardware and/or software shall be undertaken at its sole risk and expense.
 - G. **Internet user** has full, unrestricted access to the Internet. Matters considered improper, offensive, or even unlawful by groups or individuals are not the responsibility of BoCo.
 - H. **Customer is responsible** for the proper configuration of customer provided equipment and software for Internet services, etc. Customer is responsible for all services outside of basic Internet connectivity including email, VPN, FTP, web services, etc.
4. **OTHER REQUIREMENTS** over and above what is listed on this form should be attached and returned to the Vibe Credit Union Showplace.
5. **INDEMNIFICATION AND LIMITATION:** BoCo's obligations under this Agreement are subject to limitation, and BoCo and/or its subcontractors shall not be liable for delays, failure to perform, or destruction or malfunction of the equipment and service, or any consequences of the above, caused, occasioned or due to fire, flood, water, the elements, labor requisition, shortages, utility curtailment, power failures, explosions, civil government requisition, shortages of equipment or supplies, unavailability of transportation, acts of omissions of anyone other than BoCo, its representatives, agents, subcontractors, or employees, or any other cause beyond BoCo's reasonable control. In no event shall BoCo be liable to the customer or to any other party for special, collateral, exemplary, indirect, incidental or consequential damages. Such excluded damages include, but are not limited to loss of profits, loss of use or interruption for business, or there consequential or indirect economic loss. Customer/user hereby indemnifies BoCo harmless from any and all liability, damages, or costs arising from the providing of these services or equipment.
6. **SHARING PROHIBITED:** These connective services are to be provided by and are not to be shared with other customers. Any customer sharing communication services without written authorization will be charged for the service and standard rates on a complete second Service Order Form. All additional charges will be billed to the authorized credit card at the close of the event.
7. **BoCo EXCLUSIVITY:** Only BoCo Personnel are authorized to modify system wiring and cable. All material and equipment furnished for this service contract shall remain property of BoCo.
8. **EQUIPMENT COMPLIANCE REQUIREMENT** must comply with FCC regulations and be configured to operate with "dial 9" service. BoCo reserves the right to limit use of outside communication devices including wireless devices.
9. **CHARGES SUBJECT TO CHANGE:** Prices for labor, equipment and services are based upon current wage rates and subject to change without notice. Rates quoted for all connections cover only bringing one service to the event space in the most convenient manner and do not include connection of customer owned equipment.
10. **EQUIPMENT PROCEDURES:**
 - A. **Customer is responsible** for returning all equipment issued by or rented from BoCo in good condition to the BoCo Personnel or by making arrangements through the assigned Event Coordinator for the return or rented/issued equipment.
 - B. Lost, stolen, or damaged equipment will be charged to customer's authorized credit card at prevailing rates.
11. **PAYMENTS & REFUNDS:**
 - A. **Payment in full** is required before service can be connected, **once ordered there are NO refunds for services.** The "payment options" section on the Service Order Form must be completed on every service order. By providing an authorized signature on the front of this form, you authorize BoCo to charge the amount due as pre-payment for services ordered, as well as any charges incurred for additional services ordered during the event, to the authorized credit card.