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–MULITIPLE DEVICES

Dedicated Bandwidth Hardline**	Description *All includes 1 public IP & 1 router*	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 *All includes 1 public IP & 1 router*	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 it's 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 oriented 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.