

**American Heart Association 2017**

November 11<sup>th</sup> thru 15<sup>th</sup>, 2017

Order 14 days prior to the 1<sup>st</sup> day of the event move-in for incentive rate.

Incentive deadline for the above event is October 21<sup>st</sup>, 2017

Smart City is the exclusive telecommunications and television service provider for the Anaheim Convention Center.



**Hardwired Internet Service**

- Shared or Dedicated Bandwidth Services



**Telephone Service**

- Single-Line
- Multi-Line
- Conference Telephone Services



To review and order our services visit <https://orders.smartcitynetworks.com>



**Wireless Internet Service**

- Custom Hot Spot
- On-Site / On-Demand Services



**Television Service**

- HD Service



### Custom Hotspot Options

<b>BASIC</b> (768Kbps) Not Available Inside The Exhibit Hall			
Device Limit	Incentive	Base	On-Site
15	\$995	\$1,194	\$1,433
30	\$1,600	\$1,920	\$2,304
60	\$2,995	\$3,594	\$4,313

<b>STANDARD</b> (1.5Mbps)			
Device Limit	Incentive	Base	On-Site
5	\$1,695	\$2,034	\$2,441
15	\$2,995	\$3,594	\$4,313
30	\$4,900	\$5,880	\$7,056
60	\$6,700	\$8,040	\$9,648

<b>PREMIER</b> No User Rate Limit				
Device Limit	Incentive	Base	On-Site	Max Bandwidth
5	\$2,500	\$3,000	\$3,600	2Mbps
15	\$5,250	\$6,300	\$7,560	4Mbps
30	\$7,500	\$9,000	\$10,800	6Mbps
60	\$9,000	\$10,800	\$12,960	8Mbps

All Hotspot products include a customized SSID, password (must be 8 characters) and the opportunity to purchase a customized WiFi splash page which can be used for sponsorships. Design services are available at \$250 per hour with a one hour minimum. Additional information on WiFi Splash Page Design can be found at: <https://orders.smartcitynetworks.com/SplashPageDesign.aspx>

All Hotspot products required a completed Network Security declaration when submitting your order.

**SSID (name of network):** \_\_\_\_\_

**Password (must be 8 characters):** \_\_\_\_\_



## WiFi Buyout Products



BASIC (768Kbps)		STANDARD (1.5Mbps)		PREMIER (No Limit)		
Device Limit	Cost	Device Limit	Cost	Device Limit	Cost	Max Bandwidth
100	\$4,000	100	\$6,000	100	\$8,000	10Mbps
200	\$6,000	200	\$11,000	200	\$20,000	25Mbps
300	\$7,500	300	\$13,500	300	\$31,500	40Mbps
500	\$10,000	500	\$16,500	500	\$41,500	60Mbps
750	\$13,500	750	\$23,250	750	\$48,750	90Mbps
1000	\$17,500	1000	\$30,000	1000	\$55,000	125Mbps
1500	\$25,500	1500	\$42,000	1500	\$67,500	175Mbps
2000	\$33,500	2000	\$47,000	2000	\$80,000	250Mbps
2500	\$42,500	2500	\$56,250	2500	\$87,500	325Mbps
3000	\$45,000	3000	\$60,000	3000	\$94,500	400Mbps
4000	\$48,000	4000	\$66,000	4000	\$100,000	500Mbps
5000	\$50,000	5000	\$72,500	5000	\$105,000	600Mbps

For Larger WiFi Deployments, please call for a quote

All Buyout products include a customized SSID, password (must be 8 characters) and the opportunity to purchase a customized WiFi splash page which can be used for sponsorships. Design services are available at \$250 per hour with a one hour minimum. Additional information on WiFi Splash Page Design can be found at: <https://orders.smartcitynetworks.com/SplashPageDesign.aspx>

### High-Density Requests

High-Density requests may require additional engineering, personnel and equipment resources that may result in additional fees. Smart City recommends no more than a 50-75 user count per AP, depending on the service requested. The cost for additional AP's is \$350.00.

**SSID (name of network):** \_\_\_\_\_

**Password (must be 8 characters):** \_\_\_\_\_

## Convention Center WiFi Frequently Asked Questions

### What is wifi?

Wi-Fi is a general term, which typically refers to “wireless fidelity.” The term itself was trademarked by the Wi-Fi Alliance for the purposes of certifying products which use wifi technology. The term “wifi” is most often used in conjunction with wireless Internet networking. In other words, it is a way to access the Internet or a network without the use of cables or wires allowing for truly mobile technology.

### What is 802.11xx and which standard is supported in the convention center?

Wi-Fi technology is based on using radio frequencies to transmit data. The data is transmitted using different techniques to split or spread the data over multiple frequencies. This allows for more rapid transmission speeds and larger data sizes to be transferred. Smart City supports 802.11agn frequencies on both 2.4GHz and the 5GHz spectrum. Not all locations will support the 2.4GHz 802.11gn frequencies inside the exhibit hall as this frequency has been saturated by overuse with the multitude of devices, even beyond WiFi, that take advantage of the non-licensed spectrum. Please contact our WiFi help desk if you have questions about your devices compatibility. (888) 243-5685.

### Should I be concerned about interference or reliability issues?

Yes. Wireless service is inherently vulnerable to interference from other wireless devices that transmit similar frequency. Smart City cannot guarantee that interference will not occur and is limited on the amount of support that can be provided in that instance. **Smart City does NOT recommend wireless service for event critical services such as registration, presentations or product demonstrations.**

### How do I connect to your WiFi network?

We can create instructions based on your specific requirements and custom setup. In general, a user will search for available wireless networks and select the WiFi name that has been created for your event. After the user selects this name to connect, they will simply open a web browser and we will automatically redirect them to the sign-on portal, sponsorship page or they will be directly connected to the internet, based on your direction to us.

## Questions We Have for You

### What will be the general usage on this WiFi network? Examples are checking email, web browsing, wireless printing, webcast/Skype/video conferencing, Apple TV, etc.

The package chosen will play a big impact on whether or not your users will be restricted in any way. If users are simply checking email or general web browsing, the **BASIC** package should be sufficient. If users need to stream videos such as youtube, present high resolution images or other bandwidth intensive applications, our **STANDARD** option may be better suited. **PREMIER** can handle just about anything and will only be limited to the shared resources WiFi can provide. Understanding if your users require Apple TV or file and printer sharing services may require additional engineering on our part.

### What is the estimated attendance for your event?

In order to help you decide on the appropriate package, understanding the total number of people in attendance, as well as the technical makeup of your users will allow us to estimate how many users will access the system at any given time.

### Where exactly would you like your WiFi service broadcasted?

This will assist our local team in engineering the services based on location.

**Do you expect a large concentration of users in a specific location as opposed to your user base spread out amongst the facility or your specifically provisioned area?**

In general, we engineer our meeting rooms to support no more than 100 users at any given time. Exhibit halls and ballrooms are engineered to support more simultaneous connections, but each location can be limited in the amount of simultaneous connections BY DEFAULT. This does not mean that we are permanently limited. By understanding the flow of traffic in your event and any locations that may have a large concentration of users, we can efficiently engineer the appropriate WiFi infrastructure to prevent overload of the system.

**Would you like an encryption, username/password or some sort of authentication process to access the internet?**

There are many ways to access the internet via WiFi and we are very flexible with how to achieve that. Simply instruct us on how you want the users to connect to WiFi and we will make it happen. Call your local Smart City rep to discuss these custom scenarios.

**Are you interested in Sponsorship opportunities?**

Smart City has the capability to redirect your users to a Sponsor page, either created locally or located on the web. This is a great opportunity to generate additional revenue!



Exhibitor Company Name:	Show Name: <b>AMERICAN HEART ASSOC. 2017</b>
Billing Company Name:	Show Dates: <b>11 / 11 / 17 To 11 / 15 / 17</b>
Billing Company Address:	Incentive Order Deadline: <b>10 / 21 / 17</b>
City, State / Country, Zip:	Booth / Room #:
Contact Name:	Phone Number: ( ) -
Contact Email:	Cell Number: ( ) -
On-Site Contact:	On-Site Number: ( ) -

**When your order is processed, you will receive an email with a link to Smart City Networks payment portal. Payment in full is required prior to the event.**

With execution of this document the Customer hereby authorizes Smart City to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions and Attachments.

**View complete Terms & Conditions at: [orders.smartcitynetworks.com/tc.aspx?center=099](http://orders.smartcitynetworks.com/tc.aspx?center=099)**

<b>Print Authorized Name Accepting Terms and Conditions:</b>	<b>Authorized Signature Accepting Terms and Conditions:</b>
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<p><b>Dedicated Wired Internet Routers Allowed</b></p> <p>Connection speeds of 3Mbps and up</p> <p><b>Required for:</b></p> <ul style="list-style-type: none"> <li>• Web Casting</li> <li>• HD Streaming</li> <li>• Routers(wired or wireless)</li> </ul> <p><b>Includes 5 Static Public IP Addresses</b></p>	<p><b>Premium Wired Internet No wired or wireless routers</b></p> <p>Shared Connection speeds up to 10Mbps</p> <p><b>Recommended for:</b></p> <ul style="list-style-type: none"> <li>• Wired Cyber Cafe</li> <li>• Social Media Feeds</li> <li>• Multi Media Downloads</li> </ul> <p><b>Includes 1 Static Private IP Address</b></p>	<p><b>Basic Wired Internet No wired or wireless routers</b></p> <p>Shared Connection speeds up to 1.54Mbps</p> <p><b>Recommended for:</b></p> <ul style="list-style-type: none"> <li>• Email</li> <li>• Surfing the Internet</li> </ul> <p><b>Supports 1 device only</b></p>
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**Wireless services are NOT included on this form – please contact us for specific rates**

**ORDER ONLINE: [orders.smartcitynetworks.com/Ordering.aspx](http://orders.smartcitynetworks.com/Ordering.aspx)**

\*\*\*Incentive rate applies to orders received with payment 14 days prior to 1<sup>st</sup> day of show move-in\*\*\*

1. Shared Internet Services – Routers Prohibited	QTY	Incentive	Base	On-Site	Total
a. Premium Internet Service		\$1,095	\$1,395	\$1,674	
b. Additional Devices for Premium Service		\$150	\$185	\$222	
c. Upgrade to Public IP Address for Premium Internet Service		\$199	\$299	\$358	
d. Basic Internet Service		\$695	\$895	\$1,074	
2. Dedicated Internet Services – Routers Supported					
a. Dedicated 3Mbps		\$3,495	\$4,370	\$5,244	
b. Dedicated 6Mbps		\$5,900	\$7,375	\$8,850	
c. Dedicated 10Mbps		\$7,850	\$9,810	\$11,772	
d. Upgrade to 29 Public Static IP Addresses		\$995	\$1,194	\$1,433	
Higher Bandwidth Services Available – Please call (888) 446-6911 for quote.					
3. Internet Equipment & Labor					
a. Switch Rental – up to 24 ports		\$185	\$225	\$270	
b. Patch Cable (up to 50') – Cat5e		\$50	\$62	\$74	
c. Labor / Floor Work – Fee Per Hour		\$125	\$125	\$125	
4. Voice Services: PBX Service – Domestic LD Included					
a. Single Line – <input type="checkbox"/> Instrument, <input type="checkbox"/> Non Dial 9, <input type="checkbox"/> Int'l LD		\$275	\$345	\$414	
b. Multi-line Phone w/ 1 main number & 1 rollover line		\$415	\$520	\$624	
c. Speaker Phone Line w/ Polycom Instrument		\$465	\$575	\$690	
5. Special Quote – Attachment A or Statement of Work (if applicable)					
6. Distance Fee of \$500 Internet / \$100 Telephone for each line outside the convention venue x (number of lines)					
<b>For extension of 3<sup>rd</sup> party data circuits (ISDN, DSL, T-1, DS3, Ethernet) please call for quote.</b>					
				<b>SUBTOTAL</b>	
Send Completed Orders with Payment and Floor Plan To: SMART CITY NETWORKS 5795 W. Badura Avenue, Suite 110 Las Vegas, NV 89118 (888) 446-6911 FAX (702) 943-6001 <a href="mailto:csr@smartcity.com">csr@smartcity.com</a>				<b>ESTIMATED 10% TAX / FEES</b>	
				<b>GRAND TOTAL</b>	

Effective January 1, 2017 – December 31, 2017

Customer No: **2017 - 004 - 490 -**

INTERNET - NETWORK / TELEPHONE SERVICE CONTRACT

# Network Security Declaration

Center: An a h e i m C C ( 0 0 4 ) - C A

Company Name: \_\_\_\_\_

Show: AMERICAN HEART ASSOC. 2017

Booth / Room #: \_\_\_\_\_

Customer / Ref #: 2017 - 004 - 490 -

The Network Security Policy implemented for this Facility requires Customer(s) adherence to several necessary precautions in order for Smart City to maintain a healthy, viable network for all Customers. This declaration of compliance with the security requirements as noted herein is an acknowledgement of Smart City's filtering policies and must be completed, signed by an authorized Customer representative and mailed or faxed to Smart City prior to the requested network service(s) being activated for Customer's usage.

## Network Security Policy:

Smart City requires that all devices directly or indirectly accessing Smart City's network(s) have the latest virus scan software, Windows® security updates, system patches, and any other technological precautions necessary to protect the Customer(s) and others from viruses, malicious programs, and other disruptive applications. Any device(s) which adversely impacts Smart City's network(s) may cause service interruptions to Customer(s) which can lead to disconnection of the Customer's equipment from the network(s), with or without prior notice at Smart City's sole discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and / or problem resolution.

Smart City has implemented filtering policies on all Internet routers. These filters block all inbound Internet Control Message Protocol (ICMP) -- Ping, Traceroute, etc. -- destined to any Smart City Network(s). Smart City understands that Ping and Traceroute are valuable troubleshooting tools; therefore Smart City's Policy does allow ICMP (Ping & Traceroute) packets sourced from any Smart City network(s).

Further, to avoid infection by common Internet worms (Nachi, MSBlaster, LoveSAN, etc.), Smart City has implemented similar filters on the following TCP and UDP port numbers: UDP – 137, 138, 402, 1434 and TCP – 135, 139, 402, 445, 4444.

Customers requiring inbound or outbound access to any of the filtered ports, should contact a Smart City customer service representative in advance of the event with details of the specific requirements so that Smart City may consider the potential of a customized alternative.

Each Customer's business is important to Smart City and with advanced and timely notification of a Customer's needs we are confident that we can provide network services that perform as expected for all clients.

**\*\*\* Please inform all show site personnel about the importance of Smart City's Network Security compliance issues \*\*\***

**\*\*\* Services are activated after Smart City is in receipt of this signed declaration of compliance with our network security requirements \*\*\***

Device(s) Operating System: \_\_\_\_\_ Total # of Devices Connecting to Smart City's Network: \_\_\_\_\_

Type of Anti-Virus Software Installed:  Norton  McAfee  Other: \_\_\_\_\_

Virus Scan Last Updated - Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Security Updates Last Performed - Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Are You Renting Computers?  Yes  No Rental Company Name: \_\_\_\_\_

Rental Company Contact: \_\_\_\_\_ Contact Number: \_\_\_\_\_

With execution of this document the Customer hereby attests that Customer provided equipment, which will be connected to Smart City's network(s) at the above noted Facility and Show / Event has been properly protected, contains anti-virus software, and the latest patches and security updates have been installed. Customer(s) also accepts the responsibility for the performance of Customer's equipment and understands the conditions placed on service delivery by this document as well as the potential that additional charges may be incurred should Customer's equipment be found to adversely impact Smart City's network(s) performance. The Customer acknowledges that this Network Security Declaration is part of the Customer Contract allowing Smart City to provide requested service(s) and is subject to change without notice.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title





# Floor Plan – Communications Cable

Center: Anaheim CC (004) - CA

Company Name: \_\_\_\_\_

Show: AMERICAN HEART ASSOC. 2017

Booth / Room #: \_\_\_\_\_

Customer / Ref #: 2017 - 004 - 490 -

**Voice and Data communications cabling.** Smart City is the **exclusive installer** of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunication cable fall under Smart City's area of expertise.

**IMPORTANT!!** Prior to installation of service, a complete floor plan is required. Please utilize this grid should you not have your own floor plan to send us. You may use a different floor plan for each service group (Telephone, Internet, etc.) or combine all services on one floor plan. For a floor plan to be considered complete it **must** include all the information listed below (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale-length and width).

Adjacent Booth or Aisle# \_\_\_\_\_


Adjacent Booth or Aisle# \_\_\_\_\_

**X** = Main Distribution Location (**MDL**) – The originating line(s) for service, whether from overhead, a floor pocket or a column, will be delivered to a "MDL" before being distributed within your booth. Example: Storage area, back of booth, etc. (unless specified, the default for the "MDL" will be the back of the booth or at Smart City's discretion, the most convenient location). All distribution of services to their final destination within the booth will originate from the "MDL". A per line move fee will apply to relocate services within your booth after they have been engineered and / or installed.

**T** = Location of Telephones, Fax lines or other telecommunications equipment "T".

**I / H / PC / C** = Location of primary Internet Service "I", Hubs "H", Patch Cables "PC" and / or Computers "C". For Smart City to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

**Orientation** = The Booth or Aisle #'s surrounding your booth. A minimum of one surrounding Booth or Aisle # is required (two or more would be more helpful) for Smart City to accurately install your services.

**Size** = Booth dimensions (example 10x10) \_\_\_\_\_. **Scale** = 1 Box is equal to \_\_\_\_\_ ft.





# Floor Plan – Communications Cable

Center: An a h e i m C C ( 0 0 4 ) - C A

Company Name: ABC EXAMPLE COMPANY

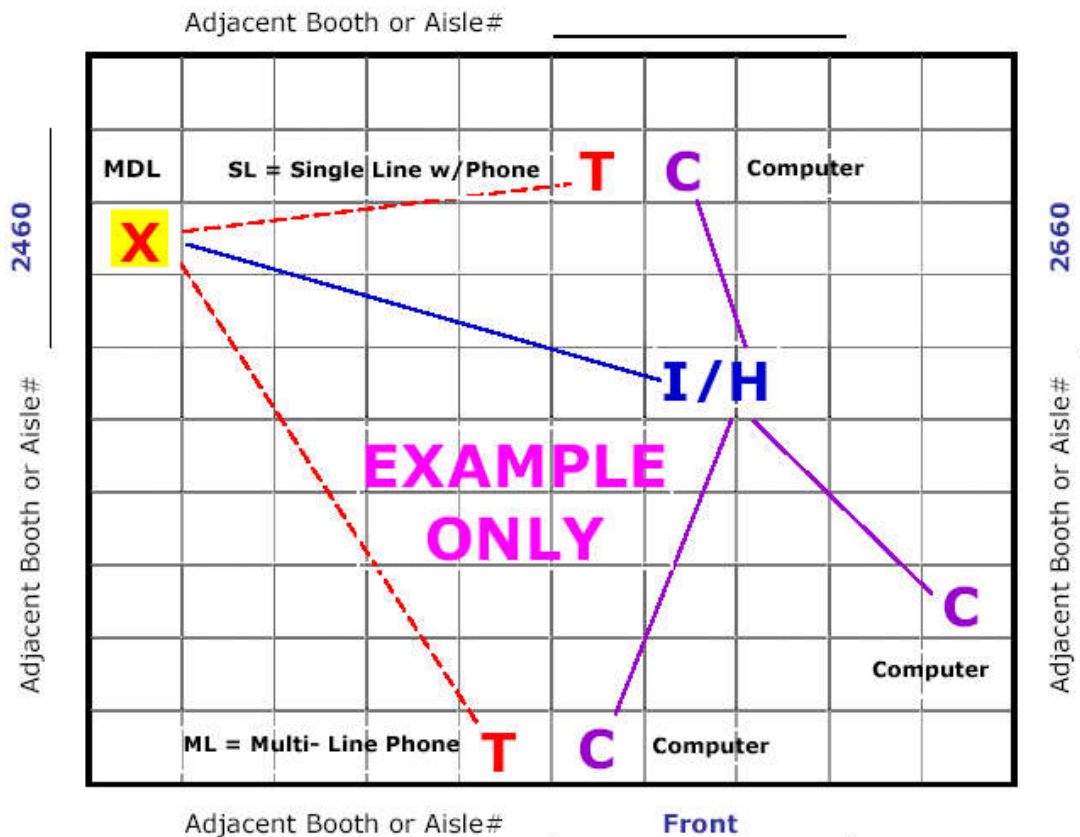
Show: ABC EXAMPLE SHOW

Booth / Room #: 1234

Customer / Ref #: 2017 - 004 - XXX - XXXX

**Voice and Data communications cabling.** Smart City is the **exclusive installer** of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunication cable fall under Smart City's area of expertise.

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**Orientation** = The Booth or Aisle #'s surrounding your booth. A minimum of one surrounding Booth or Aisle # is required (two or more would be more helpful) for Smart City to accurately install your services.

**Size** = Booth dimensions (example 10x10) 20 x 20 . **Scale** = 1 Box is equal to 2 ft.