



Pacific DirectConnect, Inc.  
Terms of Service Agreement for Hawaii Convention Center

Pacific DirectConnect, Inc. (PDC) is the exclusive provider of Internet / Data Services within the Hawaii Convention Center (HCC) facility. This includes all exhibit halls, meeting rooms, exterior areas and temporary structures. All requirements of Internet / Data Services and labor to install, connect, repair of equipment or distribute lines are to be completed by PDC personnel or dually certified contractors.

1. Pacific DirectConnect, Inc. (PDC) is not responsible for lost or damaged equipment while in exhibitor possession.
2. All prices are rental only, material and equipment furnished by PDC for this service order shall remain PDC's property unless otherwise specified, and shall be removed ONLY by PDC employees or its representative at the close of the show.
3. Labor is charged in 1/2 hour increments (minimum charge is 1/2 hour). Labor rate is \$60.00/hour.
4. Under no circumstances shall anyone other than PDC Technicians make any special wiring within the Convention Center. Delivery of ALL data transmission lines ordered from an outside vendor will only be allowed to the Demarcation Room at the Convention Center and must be pre-approved prior by PDC.
5. Use of any wireless equipment in HCC will not be allowed unless pre-approved by PDC management.
6. PDC will not be responsible for any cutting or altering of any floor coverings in order to bring service to a booth.
7. PDC reserves the right to require deposit for Network equipment prior to installation.
8. Credit will not be given for connections installed and not used.
9. Booth utilities are to be ordered by each exhibitor separately and are not to be shared with other exhibitors.
10. All equipment supplied to exhibitors is to be returned to the Telecommunications Help Desk immediately at the close of the show unless other arrangements are made.
11. The exhibitor must file disputes concerning service with the PDC Management prior to the close of the show. PDC will resolve disputes in a timely manner.
12. Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service.
13. All exhibitor data services will be disconnected on the last day of the event, one hour after the official closing time.
14. Rates quoted for all services include bringing the requested Internet/Data Services to the booth in the most convenient manner and do not include special wiring, testing, over-head drops and/or special placement of Internet/Data services.
15. Notification of cancellation must be received in writing a minimum of fifteen (15) days prior to scheduled opening date. There will be a \$50.00 processing fee for all refunds requested.
16. **PAYMENT POLICY – PAYMENT IN FULL** must be rendered on all orders when order is placed. **NO EXCEPTIONS!** No service order will be processed without full payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or services will not be provided. All order forms and payment in U.S. Dollars or credit card must be received 15 days prior to the exhibitor move-in day of show in order to utilize advance rate. The date received by PDC will determine the applicable rate. All charges incurred during the show must be rendered in full at the time of service. Any balance outstanding after the event closing will be charged to the exhibitor credit card. Unpaid balances are subject to 1.5% interest per month thereafter. If for any reason because of default on the part of the exhibitor it becomes necessary to engage an attorney, the exhibitor agrees to pay all cost, expenses, and the attorney's fees expended or incurred by PDC in connection therewith. PDC will not be responsible for strikes, accidents, fires, acts of terrorism or God, or delays beyond our control.
17. There is a \$25.00 service charge on all returned payments.
18. Cash, company checks, money orders, and credit cards will be accepted for advance payment only. All service orders received after the 15-day advance deadline date will be required to pay by cash, credit card, certified funds or money order. Absolutely no checks after the 15-day deadline for advance orders.
19. All Internet connections must follow guidelines as established by PDC's authorized use policy.

Initial \_\_\_\_\_ Acceptance \_\_\_\_\_  
Date \_\_\_\_\_



HAWAI'I CONVENTION CENTER

# EXHIBITOR

## TELECOMMUNICATIONS SERVICE ORDER

Mail or Fax to:  
 Director of Finance  
 1801 Kalakaua Avenue  
 Honolulu, Hawai'i 96815  
 Fax: (808) 943-3599

NAME OF EVENT		EVENT DATES	
EXHIBITING FIRM	BILLING CONTACT	BOOTH NUMBER(S)	
ADDRESS	CITY	STATE	ZIP
ON SITE SHOW CONTACT	TELEPHONE NO.	FAX NO.	
PAYMENT BY CASH, MONEY ORDER, COMPANY CHECK, OR CREDIT CARD IN U.S. DOLLARS MUST ACCOMPANY THIS ORDER. <i>Those paying by Cash, Money Order or Company Check must maintain telephone usage balances under \$50          or be subject to fee collection upon move-out</i>			
<input type="checkbox"/> CASH <input type="checkbox"/> MONEY ORDER <input type="checkbox"/> COMPANY CHECK payable to HAWAI'I CONVENTION CENTER/SMG <input type="checkbox"/> CREDIT CARD type:    ___ VISA    ___ MC    ___ DINERS    ___ JCB    ___ AMEX			
CARD NO.	EXP. DATE		
PLEASE PRINT NAME	AUTHORIZED SIGNATURE	DATE	
<b>PLEASE SEE REVERSE SIDE FOR TERMS AND CONDITIONS FOR SERVICES PROVIDED</b> <b>RATES COVER SERVICE TO MOST CONVENIENT LOCATIONS AS DETERMINED BY HCC</b>			
<b>ADVANCE SERVICE ORDERS MUST BE RECEIVED WITH FULL PAYMENT OR CREDIT CARD AUTHORIZATION</b> <b>NO LATER THAN 7 DAYS PRIOR TO FIRST SCHEDULED MOVE-IN DAY.</b>			
	ADVANCE Order	FLOOR Order	AMOUNT
<b>LINE ONLY:</b>			
<input type="checkbox"/> ea. UNRESTRICTED LINE * All access calls	\$250.00	\$300.00	
<input type="checkbox"/> ea. RESTRICTED LINE * Local Calls and Toll-Free access only	\$275.00	\$325.00	
<input type="checkbox"/> ea. ISDN Line	\$500.00	\$550.00	
<b>PHONE SETS:</b>			
<input type="checkbox"/> ea. SINGLE-LINE hand-set One phone number per hand-set	\$45.00	\$55.00	
<input type="checkbox"/> ea. MULTI-LINE hand-set Multiple phone numbers per hand-set	\$140.00	\$150.00	
<b>SPECIAL SERVICES &amp; EQUIPMENT:</b>			
<input type="checkbox"/> ea. Voice Mail per line	\$50.00	\$60.00	
<input type="checkbox"/> ea. Speakerphone	\$150.00	\$175.00	
<input type="checkbox"/> ea. Speakerphone - Multiple Mics	\$200.00	\$250.00	
			<b>TOTAL DUE</b>

\* Prices include a \$50 non-refundable minimum usage fee. All rates are subject to change without notice.

**PLEASE INCLUDE YOUR FLOOR PLAN FOR LINE LOCATION**

**Telecommunications Hotline @ (808) 943-3534**

Revised: 04/03



## TERMS AND CONDITIONS

The Hawai'i Convention Center/SMG is the exclusive provider of telecommunication services within its facilities. This includes all exhibit halls, meeting rooms, exterior areas and temporary structures. All requirements for telecommunication and labor to install, connect, repair of equipment or distribute lines are to be completed by HCC/SMG personnel.

### A. SERVICE ORDER REQUEST AND PAYMENT

1. This service order form must be received **with full payment or credit card authorization no less than thirty (30) days prior to first scheduled move-in day**. All other orders will be processed on a first-come, first-serve basis, subject to availability at short notice rates.
2. Checks should be made payable to: Hawai'i Convention Center / SMG.
3. Refund will not be considered unless filed in writing by the exhibitor **PRIOR** to the beginning of the exposition. Please allow thirty (30) days for processing.
4. A \$20.00 Service Charge will be made for each returned check.
5. A minimum of \$75.00 will be charged to move an installed line.
6. A \$125.00 charge will be made for lost or damaged telephone instruments.
7. A \$10.00 charge will be made for lost or damaged connector cords.
8. Line cancellation charges are \$50.00 before installation of a line and \$100.00 after installation of a line.
9. After event begins, there will be no cancellation of phone lines.

#### USAGE CHARGES

Local: no charge  
Toll-Free Line Access: \$1.00 per access

	rate per minute:		rate per minute:
Interisland	\$ .45	Australia	\$ .95
Continental U.S.	.55	Canada	.75
		China	3.50
International Region 1	\$ 1.75	Japan	1.75
International Region 2	2.50	Mexico	1.25
International Region 3	3.75	South America	1.25
International Region 4	4.25	South Pacific	2.75

### B. EQUIPMENT PROCEDURES:

1. All HCC/SMG provided material remains HCC/SMG property and must be removed only by HCC/SMG.
2. Exhibitors renting phone instruments can pick them up at the Telecommunication Service Desk.
3. Exhibitors will be responsible for the protection of any equipment rented from HCC/SMG and for returning the equipment to the Service Desk at the end of each event.
4. Rental equipment provided by HCC/SMG will remain the property of HCC/SMG.
5. Only HCC/SMG personnel are authorized to modify system wiring or cabling within the Hawai'i Convention Center.
6. All equipment must comply with FCC regulations.
7. Long distance service is provided by Pacific LightNet.

### C. TELECOMMUNICATIONS SERVICE DESK:

1. Exhibitors are required to check in at the Telecommunications Service Desk to receive a dial tone.
2. Additional usage over the minimum will be charged on the last day of the event.
3. A detailed statement of the telephone calls made can be obtained at the end of the event.
4. Exhibitors are to settle the balance due for telephone service and usage at the end of the event. Any remaining balance(s) will be applied to credit card on file.

### D. REQUIREMENTS:

1. This signed order form authorizes the Hawai'i Convention Center/SMG to:
  - a. Provide services to and handle negotiations for the installation of telecommunication services and equipment. Included are rearrangements and/or disconnection of service and equipment.
  - b. Make applicable credit card charges against credit card provided.

**THE HAWAII CONVENTION CENTER IS A NON-SMOKING FACILITY.**



## INSTRUCTIONS FOR TEMPORARY FOOD PERMIT APPLICATIONS

- *All establishments, organizations, or individuals distributing or selling food to the public for a limited period of time (not exceeding 20 dates within a 120 day period) are required to submit a Temporary Food Establishment Permit Application to the Department of Health, Sanitation Branch. **Applications will not be processed if the form is incomplete.***
  - *Applications and \$25.00 fee should be submitted at least ten (10) working days prior to event.*
  - *All exemptions will be decided by the Department of Health/Sanitation Branch.*
  - ***Permits must be picked-up OR if you would like the permit mailed back to you, include a self-addressed, stamped envelope with the application.***
  - *All permits must have a seal of approval.*
- A. NAME OF ORGANIZATION OR ESTABLISHMENT NAME: Name of organization or establishment administering the food operation. Each application applies to **one (1) organization or establishment only.**
- B. LOCATION OR ADDRESS OF EVENT: Site of food distribution is being held. Each application applies to **one (1) location.**
- C. CONTACT PERSON: Name of person(s) responsible for questions and pick up of permit.
- D. CONTACT PHONE NUMBER: Phone number of person(s) responsible for questions and pick up of permit.
- E. DATE OF EVENT: One date per line. Maximum of 20 dates within a 120 day period, starting from the date of the first event.
- F. TIME OF EVENT: Start to end time of event.
- G. NAME OF APPROVED KITCHEN (COMMISSARY): Name of approved commercial kitchen (commissary) where food preparation, food storage, etc. will be done.  
**The proposed approved kitchen (commissary) must still be approved by the Department of Health for the temporary food event. Home kitchens are not acceptable for use.**
- H. STREET ADDRESS OF KITCHEN: Street address of approved commercial kitchen (commissary) where food preparation, food storage, etc. will be done.
- I. PERMIT NO.\*: Permit number of the approved commercial kitchen (commissary) where food preparation, food storage, etc. will be done.  
\*Permit number issued by the State Department of Health/Sanitation Branch
- J. (OR ATTACH LETTER OF AUTHORIZATION): Instead of having the Authorized Person sign the application, an authorized letter from the kitchen may be submitted. The Letter of Authorization must include information K, L, M, and N.
- K. SIGNATURE OF AUTHORIZED PERSON (SUBMIT ORIGINAL ONLY – NO COPIES): Signature of person giving permission to use the approved commercial kitchen (commissary).
- L. KITCHEN PHONE NUMBER: Phone number of approved commercial kitchen (commissary).
- M. PRINT NAME OF AUTHORIZED PERSON: Print name of "(K) Signature of Authorized Person."
- N. TITLE: Title of "(K) Signature of Authorized Person."
- O. LIST OF FOOD ITEMS: All food items being sold or distributed at event. For barbecue chicken (whole or half) include the number of pieces to be sold.
- P. SITE PLAN, BOOTH LAYOUT: On a separate paper draw a site plan. Indicate the location of the booth where food will be distributed including warmers, burners, cookers, etc. **Must include handwashing facilities.**
- Q. DATE: Date submitting application.
- R. SIGNATURE OF APPLICANT (SUBMIT ORIGINAL ONLY – NO COPIES): Applicant and contact person need not be the same person.
- S. TITLE: Title of "(R) Signature of Applicant."