

EVENT INFORMATION			
Event Name:		Installation Date:	
Booth Number / Room:		Removal Date:	

CUSTOMER / BILLING INFORMATION	
Name:	
Company name:	
Billing contact name:	
Billing address:	
Onsite contact name:	
Onsite contact cell phone:	
Onsite contact email:	

BILL TO ACCOUNT AUTHORIZATION	
<i>By signing below, I authorize the Hawai'i Convention Center to charge all services ordered to my master account.</i>	
Print Name:	
Authorized Signature:	
Date:	
ADVANCE ORDERS MUST BE RECEIVED NO LATER THAN 15 DAYS PRIOR TO FIRST SCHEDULED MOVE-IN DAY. PLEASE REFER TO PAGE 2 FOR TERMS AND CONDITIONS. RATES ARE BASED ON STANDARD DROP LOCATIONS DETERMINED BY HCC.	

QTY	SERVICE	Location (attach floorplan)	ADVANCE <small>order received &gt; 15 days prior to drop date</small>	STANDARD <small>order received &lt; 15 days prior to drop date</small>	Amount due
	Telephone Line only - Local & Continental USA Calls		\$200.00	\$250.00	\$
	Telephone Line only - Local, USA & International Calls		\$300.00	\$350.00	\$
	Voice Mail – Per telephone line		\$50.00	\$60.00	\$
	Single-Line hand-set - One phone number per hand-set		\$45.00	\$55.00	\$
	Multi-Line hand-set - Multiple phone numbers per hand-set		\$140.00	\$150.00	\$
	Polycom Speakerphone - Single microphone		\$175.00	\$200.00	\$
	Polycom Speakerphone - Multiple microphones		\$225.00	\$275.00	\$
	Call forwarding to an outside line		\$50.00	\$60.00	\$
	Basic Cable TV Service		Call for rates	N/A	\$
	Premium Cable TV Service		Call for rates	N/A	\$
<b>Total Amount Due:</b>					<b>\$</b>

Please fax completed form to: (808) 943-3599.  
 For inquiries, please email the HCC IT Manager at [btakenaka@hccaeag.com](mailto:btakenaka@hccaeag.com).

**TERMS AND CONDITIONS – ASSOCIATION ORDERS**

The Hawaii Convention Center/AEG 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/AEG personnel.

**A. SERVICE ORDER REQUEST AND PAYMENT**

1. This service order form must be received no less than fifteen (15) 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 our standard rates.
2. Checks should be made payable to: "AEG MANAGEMENT HCC, LLC".
3. Refunds 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 \$250.00 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.

**B. EQUIPMENT PROCEDURES:**

1. All HCC/AEG provided material remains HCC/AEG property and must be removed only by HCC/AEG.
2. Exhibitors will be responsible for the protection of any equipment rented from HCC/AEG.
3. Rental equipment provided by HCC/AEG will remain the property of HCC/AEG.
4. Only HCC/AEG personnel are authorized to modify system wiring or cabling within the Hawaii Convention Center.
5. All equipment must comply with FCC regulations.

**C. REQUIREMENTS:**

1. This signed order form authorizes the Hawaii Convention Center/AEG 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. Charges associated with this order will be charged to the master account.