

Client Utility Service Information

Event: 2017 The Running Event Event Dates: 11/25/2017 to 12/2/2017

Client Incentive Deadline: 10/25/2017

Incentive Rate Deadlines

The Austin Convention Center Department (ACCD) offers an incentive rate to customers who order services in advance.

Clients/ Show Management

Clients/ Show Management qualify for the incentive rate when orders are received thirty- one (31) days prior to the first contracted date of the event.

Exhibitors

Exhibitors qualify for the incentive rate when orders are received on-line, through e-mail or fax or postmarked with full payment fourteen (14) days prior to the first contracted date of the event.

Exhibit Utility Service Requirements

- Thirty-one (31) days prior to the first contracted date of the event, the ACCD Exhibitor Services Division requires a schedule with event move-in, show and move-out times.
- Update floor plans marked with ACCD floor pockets
- Updated booth assignment/ exhibitor list

Questions to Think About

- How many exhibitors are expected to participate in the event?
- Who will be the general service contractor?
- Who will distribute the exhibitor kits? Please provide this contact information.

Electrical

120 Volt Power

Electrical cords provided by the ACCD are single receptacles (one plug). Power sources can be supplemented with surge protectors for additional outlets. Customers may supply their own surge protectors or purchase surge protectors from ACCD.

208 Volt Power

ACCD requires electrical services to be installed, operated and maintained in a manner that does not create a hazard to life or property.

- Connecting ACCD wires directly to exhibitor equipment is prohibited
Examples include, but are not limited to: hot tubs, stoves and RVs
- Electrical rates include bringing the service to the booth from the nearest floor pockets.
- Electrical rates do not include adaptors or special wiring.
- If special electrical adaptors or plugs are required, the exhibitor must provide the wiring schematics with required connectors (male & female).
- If adaptors or plugs are not provided, the exhibitor must provide bare-end tails for hardwiring to our disconnect boxes.
- Customers are responsible for labor charges incurred to connect and disconnect wires and/or adaptors.

Electrical for Audio/ Visual Equipment

Wall outlets in the ACCD meeting rooms (excluding Ballrooms and Exhibit Halls) are complimentary for basic audio/ visual (AV) equipment use. Equipment requiring additional or special electrical services can be added and will be charged at the prevailing rate.

Questions to Think About

- Who will be the contracted Audio/ Visual provider?
- Are there AV requirements for the meeting rooms, ballrooms and/or exhibit halls?

AUSTIN



CONVENTION CENTER

D E P A R T M E N T

ACCD Exhibitor Services Division
500 East Cesar Chavez Street
Austin, TX 78701
Phone: 512-404-4000
Fax: 512-404-4220
accdexhibitorservices@austintexas.gov

Telephone

All telephone lines are "dial 9" lines unless requested otherwise.

Questions to Think About

- Will you need any telephone lines for your event?
- Do you need assigned phone numbers in advance?
- Do you require special features such as long distance, voicemail, rollover or multi-phone line?

Internet Service

The ACCD has complimentary "limited" wireless network accessible to all attendees and clients. The bandwidth for the wireless network is slower compared to the wired network connections sold to clients and exhibitors. The wireless network is best for simple web browsing and checking e-mail. For secure, speedy and reliable service, please contact your ACCD Exhibitor Service Representative to purchase a hard-wired connection.

Digital Signs/External Marquee Signs

The ACCD offers digital sign services for your event. Services range from External Marquee Signs, Internal Overhead Digital Screens and Internal Meeting Room Digital Screens. Please contact Joel Baumwart (ACCD IT) at accdigitalbiz@austintexas.gov or call 512-404-4036 to discuss your specific needs. Access more detailed information about ACCD Digital Sign Services from our website at:

http://www.austinconventioncenter.com/planning/digital_serv.htm

If Meeting Room Digital Screens are desired, please download a Meeting Sign Schedule template from the above webpage.

Timeline of Important Deadlines

The timeline below is recommended to ensure timely distribution of information.

Six (6) months to one (1) year prior to the first contracted date of the event:

- Receipt of Event Utility Information from assigned ACCD Exhibitor Service Representative
- Client Information Packet
- Condensed Rate Sheet
- Incentive Rate Deadline Dates
- Exhibitor Packet

Ninety (90) days prior to the first contracted date of the event:

- Client provides ACCD Exhibitor Service Representative with information for Utility Order Form/ Packet inclusion in the Exhibitor Manual.

Thirty-one (31) days prior to the first contracted date of the event:

- Final client information due to qualify for incentive rates
- Client signs utility service estimate
- Client provides move-in, show and move-out times to be included in utility service desk schedule
- Client provides up-to-date booth assignment list
- Client provides up-to-date floor plan marked with ACCD floor pockets

Fourteen (14) days prior to the first contracted date of the event:

Exhibitor's incentive rate deadline

First day of the show:

ACCD Exhibitor Service Representative completes an audit of exhibitor and client utility services

Last day of the show:

ACCD Exhibitor Service Representative provides client with a final invoice

Installation Notice

Effective January 2015

This notice applies to customers ordering 208/220 Volts electrical services.
This notice DOES NOT apply to standard 120 Volt electrical services.

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves/ovens and RVs.
- Connection rates include bringing service to the booth from the floor pocket.
- Connection rates do not include adaptors or special wiring.
- If special electrical adaptors or plugs are required, exhibitor must provide the wiring schematics with required connectors (male & female).
- If adaptors or plugs are not provided, exhibitor must provide bare-end tails for hardwiring to disconnect boxes.
- Customers are responsible for labor charges required to connect and disconnect wires and/or adaptors.

ACCD requires electrical services to be installed, operated and maintained in a manner which does not create a hazard to life or property.

Please contact ACCD Exhibitor Services Division with questions, 512-404-4000.

Thank You,
Exhibitor Services Division
Austin Convention Center Department

Wi-Fi Operating Guidelines

Effective January 2015

The Austin Convention Center Department [ACCD] is the exclusive provider for wired and wireless [Wi-Fi] services for the Austin Convention Center and Palmer Events Center. The ACCD Wi-Fi service offers internet access at speeds of up to 2 Mbps servicing clients, exhibitors and attendees.

Wireless internet service is vulnerable to interference from other wireless devices such as Wi-Fi routers, wireless cameras, cordless phones and personal Wi-Fi hotspots. Wireless users in the Exhibit Halls may experience higher levels of interference due to the nature of the event and any electronics/equipment that may be a part of a product demonstration or display. If you are conducting a product demonstration, presentation or streaming video over the internet, we strongly recommend the purchase of a wired internet connection.

ACCD requests your cooperation in eliminating/minimizing the use of these devices to improve the quality of wireless services in our facilities.

For additional information regarding our Wireless (Wi-Fi) Operating Guidelines, please contact the ACCD Exhibitor Services Division at 512-404-4000.

Thank You,
Exhibitor Services Division
Austin Convention Center Department



Condensed Price Schedule

Product ID	Product Description	Discounted Price	Standard Price	Exhibitor Floor Price
1		Discount N/A		
Air/Water/Gas/Drainage				
A101	Compressed Air (Per Connection)	\$158.00	\$210.00	\$315.00
A200	Sink (Incl. water/drain/install)	Discount N/A	\$425.00	\$425.00
A401	Natural Gas (Per Connection)	\$116.00	\$155.00	\$233.00
A501	Water & Drainage (up to 500 gallons per connection)	\$206.00	\$275.00	\$413.00
AV Services				
AV101	Client only, Daily AV patch fee for each Exhibit Hall and Ballrooms	Discount N/A	\$100.00	\$150.00
AV102	Client only, Daily AV patch fee for each Meeting Room	Discount N/A	\$50.00	\$75.00
Electrical Outlets				
E101	120 Volt Outlet 0-1000 Watts (8 AMP)	\$75.00	\$100.00	\$150.00
E102	120 Volts 15 AMP	\$86.00	\$115.00	\$173.00
E103	120 Volts 20 AMP	\$90.00	\$120.00	\$180.00
E104	120 Volts 30 AMP (Only one device - NEMA plug 5-30R)	\$120.00	\$160.00	\$240.00
Equipment				
L102	Extension Cord w/Single Plug (Requires pick up at the Utility Service Desk)	Discount N/A	\$25.00	\$25.00
L103	Multi-Outlet Strip - 6 Outlets (Requires pick up at the Utility Service Desk)	Discount N/A	\$25.00	\$25.00
L106	Adaptor	Discount N/A	\$50.00	\$50.00
Labor				
M101	Standard Labor per Hr. (6AM -12AM except holidays)	Discount N/A	\$50.00	\$50.00
M102	Holiday Labor per Hr. (12AM - 6AM and holidays)	Discount N/A	\$65.00	\$65.00
M103	Tech Standard hours (6AM-12AM) excludes Holidays	Discount N/A	\$150.00	\$150.00
M104	Tech After Hours and Holidays (12AM-6AM) includes Holidays	Discount N/A	\$180.00	\$180.00
RL103	Client only, AV technical labor	Discount N/A	\$80.00	\$80.00
Power for Motors or Special Equipment				
P201	208 Volts/Single Phase 20 AMP	\$188.00	\$250.00	\$375.00
P202	208 Volts/Single Phase 30 AMP	\$225.00	\$300.00	\$450.00
P204	208 Volts/Single Phase 60 AMP	\$345.00	\$460.00	\$690.00
P208	208 Volts/Single Phase 100 AMP	\$525.00	\$700.00	\$1,050.00
P302	120/208 Volts/3 Phase 20 AMP	\$285.00	\$380.00	\$570.00
P303	120/208 Volts/3 Phase 30 AMP	\$323.00	\$430.00	\$645.00
P305	120/208 Volts/3 Phase 60 AMP	\$518.00	\$690.00	\$1,035.00
P310	120/208 Volts/3 Phase 100 AMP	\$825.00	\$1,100.00	\$1,650.00
P320	120/208 Volts/3 Phase 200 AMP	\$1238.00	\$1,650.00	\$2,475.00
P340	120/208 Volts/3 Phase 400 AMP	\$2430.00	\$3,240.00	\$4,860.00
Technical Services				
H101	Standard Internet - One NATted DHCP IP address, Dedicated 10 Mbps, includes one patch cable	\$596.00	\$795.00	\$1,193.00



Condensed Price Schedule

Product ID	Product Description	Discounted Price	Standard Price	Exhibitor Floor Price
H102	One additional IP address per device (Does NOT include internet, switch/hub or patch cable - must order each item or	\$150.00	\$200.00	\$300.00
H103	Premium Internet - One DHCP public IP address, Dedicated 15 Mbps, includes one patch cable (static IP if requested)	\$896.00	\$1,195.00	\$1,793.00
H201	Fiber Patch (MDF to IDF only)	\$394.00	\$525.00	\$788.00
H302	Client only, Private LAN, 120 additional IP addresses	\$3750.00	\$5,000.00	\$5,000.00
H303	Client only, Private LAN, 245 additional IP addresses	\$6750.00	\$9,000.00	\$9,000.00
H305	Data Circuit Extension	Discount N/A	\$1,500.00	\$1,500.00
H311	Client only, Network Data Patch, one dry VLAN connection	\$300.00	\$400.00	\$400.00
H312	Network patch cable up to 30 feet	Discount N/A	\$50.00	\$50.00
H402	Client only, one managed ethernet switch, 24 to 48 ports	\$600.00	\$800.00	\$800.00
H403	Client only, one additional wireless access point	200.00	\$265.00	\$265.00
H404	Client only, Wireless System Branding, one custom SSID, 3Mbps up/down	1000	\$1,750.00	\$1,750.00
H405	One unmanaged ethernet switch, 8 ports	\$225.00	\$300.00	\$300.00
H406	Client only, Wireless Encryption, includes branding, private wireless network, 3Mbps up/down	\$1125.00	\$1,500.00	\$1,500.00
H408	Client only, Wired Internet Buyout	Discount N/A	\$50,000.00	\$50,000.00
H409	Client only, Wireless Internet Buyout, three custom SSID's, 10Mbps up/down	Discount N/A	\$10,000.00	\$10,000.00
H410	Client only, Wireless Internet Buyout, three custom SSID's, Uncapped Mbps up/down	Discount N/A	\$50,000.00	\$50,000.00
H411	Client only, WiFi or Wired Network Reports (per report)	Discount N/A	\$100.00	\$100.00
H601	Cable TV, One coax cable and one cable box	\$300.00	\$300.00	\$450.00
Telephone				
T101	One local only phone line (Analog phone needs to be requested)	\$150.00	\$200.00	\$300.00
T102	One local and long distance phone line and analog phone	\$188.00	\$250.00	\$375.00
T401	Specialty programming, examples: call forwarding, call broadcast, multiple lines	\$50.00	\$50.00	\$50.00
TC201	VoIP, One local only IP phone line	\$225.00	\$300.00	\$450.00
TC202	VoIP LD, One local and long distance IP phone line	\$225.00	\$300.00	\$450.00
TM301	VoIP Multiline, Local only multiline phone and digital phone	\$225.00	\$300.00	\$450.00
TM302	VoIP Multiline LD, Local and long distance multiline phone and digital phone	\$225.00	\$300.00	\$450.00

Client & Exhibitor Service Yard and Entry Rules

PLEASE ENSURE EXHIBITORS ARE PROVIDED WITH THESE RULES

- ID or credentials required to enter at the services entrance of the ACCD - all persons entering must check in with ACCD Security
- No possession or use of alcohol or illegal substances
- All containers, packages and vehicles subject to inspection
- The unlicensed possession of weapons by persons on ACCD property is a felony
- Event or show requests to demonstrate, trade, display or sell any firearms, simulated firearms, or dangerous weapons must be made in writing to the ACCD (90) days prior to the first contract date
- Children under 17 are prohibited from ACCD service yards and Exhibit Halls during move in/out
- The ACCD service yards are closed during show hours except for ACCD business. Due to safety and security, exhibitors and attendees are prohibited from using the service yard entrances and exits while the show is in progress
- No animals other than trained service dogs or with prior ACCD approval
- All pedestrians must use the pedestrian gate when entering the service yard
- No speeding or reckless use of vehicles, forklifts, carts or equipment. Clients, service contractors and exhibitors must comply with all federal, state and municipal fire codes that apply to a place of public assembly, as well as Occupational Safety and Health Association (OSHA) regulations

Questions? Please contact a Security Coordinator or Austin Convention Center Security Control at 512-404-4111

