

Telephone and Internet Services

TELEPHONE SERVICE*	QTY	DISCOUNT RATE	STANDARD RATE	AMOUNT DUE
Analog Service (includes instrument – appropriate for single line phone service, credit card machines, faxes)		\$142.00	\$170.00	
Digital Service (includes instrument, three call appearances, conference calling, in-instrument speakerphone, and hold button)		\$152.00	\$180.00	
Voice Mail (per mailbox) – available with digital service		\$50.00	\$62.50	
Polycom Conference Table Speaker Phone – For use with Analog only (per unit)		\$100.00	\$125.00	
<i>TELEPHONE TOTAL \$</i>				

* All calls will be billed at the prevailing rates. Telephone instruments must be picked up from and returned to the MassMutual Center Customer Service Desk. A credit card imprint must be left with the Service Desk for telephone calls made on your line or to cover replacement costs of unreturned instruments.

DIGITAL AND INTERNET SERVICE	QTY	DISCOUNT RATE	STANDARD RATE	AMOUNT DUE
200 Kbs Managed Service		\$100.00	\$125.00	
300 Kbs Managed Service (1 public IP address)		\$500.00	\$625.00	
500 Kbs Managed Service (11 public IP address, private VLAN and subnet)		\$700.00	\$875.00	
1.54 Mbps Managed Service (27 public IP address, private VLAN and subnet)		\$1,000.00	\$1,125.00	
Additional Public IP Address (not available w/ 200kbs service)		\$110.00	\$137.50	
25' Internet Cable		\$30.00	\$37.50	
50' Internet Cable		\$45.00	\$56.25	
<i>DIGITAL AND INTERNET TOTAL \$</i>				
TELEPHONE AND INTERNET TOTAL \$				

Cleaning Services

SELECT ONLY ONE OF THE SERVICES BELOW

1. **INITIAL VACUUM BEFORE FIRST SHOW / EVENT DAY ONLY** \$.15 PER SQ. FT. (SINGLE SERVICE)

2. **DAILY VACUUM OF BOOTH FOR ALL SHOW / EVENT DAYS** \$.18 PER SQ. FT. (PER DAY)
(INCLUDES #1 ABOVE)

1	2		X		=		X		¢	X		=	\$		
SERVICE	LENGTH	WIDTH	TOTAL Sq. Ft.	RATE PER	# OF DAYS	CLEANING TOTAL									
CIRCLE ONE			(MIN 90 Sq. Ft.)	Sq Ft.											

NOTE: AMOUNT MUST BE BASED ON A MINIMUM OF 90 SQ. FT. PER SINGLE BOOTH

REGULATIONS AND CONDITIONS ON PAGE 5

Water, Drain, and Compressed Gas Services

PLEASE NOTE: A single connection is for one device.

WATER* & DRAIN SERVICES	DESCRIPTION	QTY	SIZE	DISCOUNT RATE	STANDARD RATE	AMOUNT DUE
Water (Approx 60 PSI, Up to ¾" line)	Single Connection			\$132.00	\$160.00	
	Each Additional Connection			\$37.00	\$65.00	
Drain (Up to 2" line)	Single Connection			\$160.00	\$180.00	
	Each Additional Connection			\$53.00	\$80.00	
Fill & Drain**	0-100 Gallons			\$95.00	\$110.00	
	Each Additional 500 Gallons			\$55.00	\$75.00	
Air (Approx 110 PSI)	Single Connection			\$137.00	\$180.00	
	Each Additional Connection			\$40.00	\$65.00	
Cold Water Sink Rental	Includes: sink, one water and one drain connection			\$350.00	\$450.00	
Hot & Cold Water Sink Rental	Includes: hot water heater (6 gallon capacity), dedicated power, 2 water and one drain connection.			\$525.00	\$750.00	
WATER & DRAIN TOTAL \$						

* Water services are non-potable.

** All fill & drain work must be completed by MassMutual Center Personnel. Clients must supply their own regulators, filters, and hoses.

COMPRESSED GAS*** (DESCRIPTION)	QTY	SIZE	QUOTED BY	RATE	AMOUNT DUE
The MassMutual Center can provide a variety of compressed gases to clients. Please call Exhibitor Services at 413-787-6610 to receive a quote and include rate information with your order. Orders received less than 7 days prior to the event cannot be guaranteed.	COMPRESSED GAS TOTAL \$				
	WATER, DRAIN, AND COMPRESSED GAS TOTAL \$				

*** All Compressed Gas must be ordered through the MassMutual Center. **NO EXCEPTIONS.** No individual compressors may be used.

Payment

ELECTRICAL TOTAL \$		FOR CREDIT CARD PAYMENT Please Circle – MC Visa AMEX Cardholder Name: _____ Card Number: _____ Exp. Date: _____ CCV: _____ Signature: _____
TELEPHONE AND INTERNET TOTAL \$		
CLEANING TOTAL \$		
WATER, DRAIN, AND COMPRESSED GAS TOTAL \$		
TOTAL AMOUNT DUE \$		

Please Return Completed Forms To:

EXHIBITOR SERVICES
MassMutual Center
1277 Main Street
Springfield, Massachusetts 01103

FAX ORDERS (CREDIT CARD ONLY) TO:
(413) 271-3211

Checks should be made payable to: MassMutual Center

Questions: call 413-787-6610 and ask for Exhibitor Services

FOR MMC USE ONLY			
DATE RECEIVED	RECEIVED BY	CHECK NUMBER	MC/VISA/AMEX

REGULATIONS AND CONDITIONS OF ELECTRICAL SERVICE

1. The MMC is the EXCLUSIVE provider of electrical services.
2. All payment must be in U.S currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone or facsimile orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with a MMC Customer Service Representative prior to the close of the show or event
7. Any Exhibitor requiring additional services or information, please contact your MMC Customer Service Representative.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. This form is for all Client electrical requests for events held at the MassMutual Center.
10. Credit will not be given to services installed and not used.
11. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
12. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
13. Labor rates are based on current wage and benefit rates and are subject to change without notice.
 - a. Monday – Friday 8am-4pm (Except Holidays) \$60.00
 - b. All other times including Holidays \$90.00
14. Standard wall outlets and other permanent building outlets may not be used by anyone other than MMC personnel or designated service provider.
15. Service connection must be made by MMC personnel or designated service provider.
16. Rates quoted for all connections cover the installation of the service to the booth area in the most convenient manner to the MMC. Rates quoted do not include snaking cables under carpet already installed, connecting of equipment, tracing of malfunctions, special wiring or repairs. These services may be available at the prevailing labor rates.
17. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
18. Unless otherwise directed, MMC personnel are authorized to cut floor coverings to permit installation of services.

Specific Conditions and Regulations for Electrical Services

19. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
20. If using specific NEMA connector for single and three phase application, please enclose NEMA number, sketch and/or connector NEMA # _____.
21. The use of open clip sockets, duplex or triplex attachment plugs, latex or lamp cord is prohibited. All cords must be of the 3 wire grounded type and UL approved. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded.
22. All electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
23. Electrical service available is:
 - a. 120v, A.C. single phase, 60 cycle
 - b. 208v, A.C. single phase, 60 cycle
 - c. 208v, A.C. three phase, 60 cycle

REGULATIONS AND CONDITIONS OF TELEPHONE & INTERNET SERVICES

1. The MassMutual Center is the EXCLUSIVE provider of telephone and Internet services.
2. All payment must be in U.S currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone or facsimile orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with your MMC Event Manager or Exhibitor Services Representative prior to the close of the show
7. Any Exhibitor requiring additional services or information, please contact Exhibitor Services at 413-787-6610.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. Credit will not be given for services installed and not used.
10. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
11. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
12. Labor rates of \$80/hour for IT support (phone or data) are based on current wage rates and are subject to change without notice.
13. Standard wall outlets and other permanent building outlets are not part of the booth space and may not be used by anyone other than MMC personnel or designated service provider.
14. Service connection must be made by MMC personnel or designated service provider only.
15. Rates quoted for all connections cover the installation of the service to the booth area in the most convenient manner to the MMC. Rates quoted do not include connecting of equipment, tracing of malfunctions, special wiring or repairs. These services are available at the hourly billable rate.
16. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
17. Unless otherwise directed, MMC technicians are authorized to cut floor coverings to permit installation of services.

Specific Internet Connection Regulations and Conditions

18. The Order Form on the opposite side of this page, together with these terms and conditions, shall form an agreement between the entity named on the Order Form ("Company") and the MassMutual Center (MMC), if Company has submitted the Order Form to MMC, along with full payment, and the Order Form and full payment have been received and accepted by MMC. As detailed below, MMC will provide an Ethernet connection to a shared data network attachment at the MassMutual Center. Company will be responsible for providing all the hardware, software and other equipment and facilities needed to connect to the Ethernet and to use the network attachment..

19. Users of MMC network services shall not disrupt any of the MMC or other associated networks as a whole or any equipment or system forming part of their systems, or any services provided over, on in connection with any of the MMC or other associated networks. MMC networks shall not be used to transmit any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof. Mass distribution of any message, including advertising, may not be "broadcast" or otherwise sent on an intrusive basis to any user of the MMC network or any directly or indirectly attached network. However, when requested by a user of the networks, product information and other commercial messages are permitted to be transmitted over the network. Discussion of a product's relative advantages and disadvantages by users of the product and vendors' response to those who pose questions about their products, may be made available over the MMC networks. Interpretation, application, and possible modification of this Section shall be within the sole discretion of MMC. Questions about any issue arising under this Section should be directed to MMC by attaching Company when it first arises.
20. MMC DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTY OR ANY KIND, SPECIFICALLY. THERE IS NO EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR THE SERVICES TO BE PROVIDED HEREUNDER. The protocol used on the MMC network (TCP/IP) call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the Company. Similarly, these protocols provide for end to end verification of the receipt of all of the data that is transmitted. MMC will not be responsible for any loss of data from delays, non deliveries, incorrect deliveries, service interruptions, including those caused by the negligence, errors or omissions of the MMC, or other losses or damages. Use of information obtained via the services provided hereunder is at Company's own risk. Company is solely responsible for (a) the accuracy and or quality of the information obtained or data transmitted through the MMC network and (b) assuring that each message Company sends or receives and has been received.
21. MMC shall not be liable to Company for any damage arising from any event that is out of the control of the MMC. Neither shall MMC be liable to Company for indirect, special, incidental, exemplary, consequential or any other form of money damage, including, but not limited to , lost profits, or of the loss of data or information of any kind, however caused, and arising out of or in connection with the performance of MMC, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not MMC has been made aware of the possibility of such damages.
22. In no event shall liability exceed a refund of amounts actually paid to MMC by Company for this network attachment.
23. This Agreement shall be governed by, and construed in accordance with, the laws of the State of Massachusetts applicable to contract to be performed entirely within the State.
24. The network attachment shall be made available by MMC to Company before the beginning through the end of the specified conference.
25. MMC shall provide a network attachment via an Ethernet connection at the booth at Company. At its own expense, Company shall be responsible for providing the computer, the attachment to the Ethernet, electric power and all other hardware, software (including TCP/IP software) required to use the network attachment.
26. This agreement represents the complete agreement and understanding of the parties with respect to the subject matter herein, and supersedes any other agreement or understanding, written or oral. The agreement may only be modified by a writing signed by both parties.

REGULATIONS AND CONDITIONS OF CLEANING SERVICES

1. The MassMutual Center is the EXCLUSIVE provider of cleaning services.
2. All payment must be in U.S currency only..
3. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
4. No telephone or facsimile orders will be accepted.
5. Any claims for refunds will not be considered unless filed by the Exhibitor with the MMC Customer Service Representative prior to the close of the show or event
6. Any Exhibitor requiring additional services or information, please contact your MMC Customer Service Representative.
7. MMC order forms cannot be reproduced or copied without express written consent of the MMC.

REGULATIONS AND CONDITIONS OF PLUMBING SERVICE

1. The MassMutual Center (MMC) is the EXCLUSIVE provider of plumbing services.
2. All payment must be in U.S currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with the MMC Exhibitor Services Desk prior to the close of the show or event
7. Any client requiring additional services or information, please contact MMC Exhibitor Services directly.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. Credit will not be given to services installed and not used.
10. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
11. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
12. Labor rates are based on current wage and benefit rates and are subject to change without notice.
 - a. Monday – Friday 8am-4pm (Except Holidays) \$60.00
 - b. All other times including Holidays \$90.00
13. Standard wall outlets and other permanent building outlets may not be used by anyone other than MMC personnel or designated service provider.
14. Under no circumstances shall anyone other than MMC personnel make water, drain, and air connections or install fixtures. All fill and drain work must be completed by MMC personnel or MMC designated service provider.
15. Rates quoted for all connections cover the bringing of the service to the booth area in the most convenient manner to the MMC. Additional labor charges may be incurred for the service connection.
16. All equipment must comply with state and local safety and plumbing codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
17. Unless otherwise directed, MMC personnel are authorized to cut floor coverings to permit installation of services.