

1. Internet service is typically supplied from our overhead truss as an Ethernet based connection with RJ-45 connection to each location as specified by the client.
2. NOENMCC is the exclusive provider and installer for all Internet/Network service in all areas of the Convention Center and its properties.
3. All devices accessing the internet (wired or wireless) are required to obtain a NOENMCC assigned static IP address. **(a)** The customer must provide all network, computer hardware and software to be used in the exhibit hall, meeting rooms or common areas of the Convention Center. **(b) It is also the customer's responsibility to provide administrative rights to configure computer(s).** To receive configuration information in advance, please send requests to exhibit_services@mccno.com. Please include event name, booth number and company name with request. **(c)** Any services (email, ftp, http services, etc.) that are required must be provided by the customer.
4. Customers ordering the Shared Internet Service are **not allowed** to use the following: routers, streaming applications, VOIP, DHCP with any shared Internet or Network services.
5. **Internet Performance Disclaimer** – NOENMCC does not guarantee the performance, routing or throughput, either expressed or implied, of any data circuit(s) connectivity with regards to the internet and/or internet backbones beyond the facility. NOENMCC does, however monitor traffic and bandwidth usage to maintain an acceptable level of performance from the Ethernet network for all users.
6. **Internet Security Disclaimer** – **(a)** The NOENMCC does **not provide** security, such as but not limited to firewalls, etc. for any data circuit(s) we provide. It is the sole responsibility of the customer to provide any necessary security. With execution of this common document the customer is agreeing to the Terms and Conditions of this document and will hold the NOENMCC, its agents and contractors harmless for any and all liabilities arising from the use of non-secured circuits. **(b)** The client **is responsible** for anti-virus protection on all devices. The NOENMCC requires that all devices directly or indirectly accessing the NOENMCC network and Internet connection must have the latest virus protection software, windows security updates, system patches and any technological cautions available/necessary to protect the NOENMCC network, you and others from viruses, worms or any malicious programs and other disruptive appliances.
7. **Use of Network Connection** – **(a)** The network attachment to be provided by NOENMCC may be used only by the directors, officers, and employees of the company, its guests, its agents and consultants, while performing service for the company and cannot be resold or distributed to other companies. The services being provided by the NOENMCC will facilitate communications between the company's authorized users and the entities reachable through the national Internet. Users of NOENMCC equipment and network services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks specifically wireless interference. **(b)** Users of NOENMCC services **shall not disrupt** any of the NOENMCC or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with NOENMCC or other associated networks. NOENMCC services **shall not** be used to transmit any communication where the meaning of the message, or its distribution, would likely be highly offensive to the recipient or recipients thereof. **(c)** NOENMCC will provide standard 10/100Mbps switched Ethernet-based connections with RJ-45 connections. All data transmissions from connected client computers will be handled via copper and fiber optic-based transmission media and route/repeated as necessary to conform to Ethernet-based connectivity standards. NOENMCC will only be responsible to the end of that connection or NOENMCC provided device.
8. Location of service in booth must be designated. Diagrams indicating booth orientation are required. If no location is provided, service will be installed in the rear center of the booth. Labor charges will apply to relocate the service.
9. Rates listed for all connections include bringing the service to booth in the most convenient manner and **DO NOT INCLUDE** connecting or configuring equipment, ramping, making specialized installations.
10. Additional service charges and labor charges may be assessed for installation. Payment must be rendered in **FULL** when billed during the event. Service may be interrupted if payment is not received.
11. Any additional cost incurred by NOENMCC to (a) assist in trouble diagnosis or problem resolution found not to be the fault of NOENMCC or (b) collect information required to complete the installation that customer fails to provide may be billed to the customer at the prevailing rate.

12. Customer provided/ordered outside circuits must be installed to our demarcation point and working two (2) days before event move-in. The NOENMCC will extend those circuits to the location throughout the Convention Center: contact Exhibit Services at exhibit_services@mccno.com for associated costs.
13. The exhibitor is responsible for compliance with all applicable federal, state or local laws pertaining to the use of all services.
14. The equipment and services will be provided only during the dates of the event the customer is participating.
15. Exhibitor is responsible for returning all equipment and related materials to the NOENMCC Exhibitor Service Center at the close of the event unless prior arrangements have been made with the Service Center. All material and equipment provided by the NOENMCC remains the property of the NOENMCC and may only be removed by Convention Center staff.
 - A signature is required for delivery of your hub. Please notify the NOENMCC service desk when you are available to receive. Retail replacement value will be charged for any damaged or unreturned equipment. A credit card is required for rental of all equipment.
16. The Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the NOENMCC.
17. Unless otherwise directed, NOENMCC staff are authorized to cut floor coverings for installation of ordered cat-5 cables. Crossing aisles is not allowed.
18. If a technical data sheet on equipment indicating connections and/or description of equipment to be connected is available, please either upload with order or email to exhibit_services@mccno.com.
19. Adhesive tapes used on floor surfaces must be a name brand type approved by the Convention Center. Contact the Exhibit Services Division of the Convention Center for more details.
20. Obstructions blocking utility floor boxes are subject to relocation, as necessary. Labor charges will be assessed.
21. All service issues must be reported to the NOENMCC Service Desk prior to the close of the event.
22. Claims will not be considered unless filed **in writing** by exhibitor prior to close of event.
23. Credit will not be given for service installed and not used.
24. **Cancellation – All cancellations must be submitted in writing. Cancellation requests up to 8 days before the first contracted event move-in will incur a \$50 administrative fee. Cancellation requests within 7 days of the first contracted event move-in day will receive a 50% refund. No refund will be applied to orders canceled once the first event contracted move-in occurs.**