

1. Telephone service is supplied from the floor ports. Telephone lines crossing aisles is not allowed.
2. 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.
3. 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.
4. 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.
5. 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.
6. Customer provided/ordered outside circuits must be installed 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.
7. The exhibitor is responsible for compliance with all applicable federal, state or local laws pertaining to the use of all services.
8. The equipment and services will be provided only during the dates of the event the customer is participating.
9. Long distance (inter-exchange) services are provided by the NOENMCC under license arrangement. The Convention Center will process billing for such services. A credit card is required for long distance charges.
10. Exhibitor is responsible for returning all telephone sets or other 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.
 - A signature is required for delivery of your telephone sets. 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.
11. All material and equipment provided by the NOENMCC remains the property of the NOENMCC and may ONLY be removed by Convention Center staff at the close of the event.
12. The Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the NOENMCC.
13. Unless otherwise directed, NOENMCC staff are authorized to cut floor coverings for installation of service.
14. If a technical data sheet on equipment indicating connections and/or description of equipment to be connected is available, please attach sheet or description to the Utility Location form.
15. Adhesive tapes used on floor surfaces must be a type approved by the Convention Center. Contact your service contractor or Exhibit Services Division of the Convention Center for more details.
16. Obstructions blocking utility floor boxes are subject to relocation, as necessary. Labor charges will apply.
17. All service issues must be reported to the NOENMCC Service Desk prior to the close of the event.
18. Claims will not be considered unless filed **in writing** by exhibitor prior to close of event.
19. Credit will not be given for service installed and not used.
20. **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.**