

Pacific DirectConnect, Inc.
Terms of Service Agreement for Hawaii Convention Center

Pacific DirectConnect, Inc. (PDC) is the exclusive provider of Internet / Data Services within the Hawaii Convention Center (HCC) facility. This includes all exhibit halls, meeting rooms, exterior areas and temporary structures. All requirements of Internet / Data Services and labor to install, connect, repair of equipment or distribute lines are to be completed by PDC personnel or dually certified contractors.

1. Pacific DirectConnect, Inc. (PDC) is not responsible for lost or damaged equipment while in exhibitor possession.
2. All prices are rental only, material and equipment furnished by PDC for this service order shall remain PDC's property unless otherwise specified, and shall be removed ONLY by PDC employees or its representative at the close of the show.
3. Labor is charged in 1/2 hour increments (minimum charge is 1/2 hour). Labor rate is \$60.00/hour.
4. Under no circumstances shall anyone other than PDC Technicians make any special wiring within the Convention Center. Delivery of ALL data transmission lines ordered from an outside vendor will only be allowed to the Demarcation Room at the Convention Center and must be pre-approved prior by PDC.
5. Use of any wireless equipment in HCC will not be allowed unless pre-approved by PDC management.
6. PDC will not be responsible for any cutting or altering of any floor coverings in order to bring service to a booth.
7. PDC reserves the right to require deposit for Network equipment prior to installation.
8. Credit will not be given for connections installed and not used.
9. Booth utilities are to be ordered by each exhibitor separately and are not to be shared with other exhibitors.
10. All equipment supplied to exhibitors is to be returned to PDC immediately at the close of the show unless other arrangements are made.
11. The exhibitor must file disputes concerning service with the PDC Management prior to the close of the show. PDC will resolve disputes in a timely manner.
12. Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service.
13. All exhibitor data services will be disconnected on the last day of the event, one hour after the official closing time.
14. Rates quoted for all services include bringing the requested Internet/Data Services to the booth in the most convenient manner and do not include special wiring, testing, over-head drops and/or special placement of Internet/Data services.
15. Notification of cancellation must be received in writing a minimum of fifteen (15) days prior to scheduled opening date. There will be a \$50.00 processing fee for all refunds requested.
16. **PAYMENT POLICY** – PAYMENT IN FULL must be rendered on all orders when order is placed. NO EXCEPTIONS! No service order will be processed without full payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or services will not be provided. All order forms and payment in U.S. Dollars or credit card must be received 15 days prior to the exhibitor move-in day of show in order to utilize advance rate. The date received by PDC will determine the applicable rate. All charges incurred during the show must be rendered in full at the time of service. Any balance outstanding after the event closing will be charged to the exhibitor credit card. Unpaid balances are subject to 1.5% interest per month thereafter. If for any reason because of default on the part of the exhibitor it becomes necessary to engage an attorney, the exhibitor agrees to pay all cost, expenses, and the attorney's fees expended or incurred by PDC in connection therewith. PDC will not be responsible for strikes, accidents, fires, acts of terrorism or God, or delays beyond our control.
17. There is a \$25.00 service charge on all returned payments.
18. Cash, company checks, money orders, and credit cards will be accepted for advance payment only. All service orders received after the 15-day advance deadline date will be required to pay by cash, credit card, certified funds or money order. Absolutely no checks after the 15-day deadline for advance orders.
19. All Internet connections must follow guidelines as established by PDC's authorized use policy.

Initial Acceptance _____
Date