



408 Almaden Boulevard
 San José, CA 95110-2715
 (408) 277-3510
 (408) 277-3535 fax

Telephone Service Order Form

For ISDN service contact Technical Services.

¹Special feature lines (Restricted, Call Waiting, Roll-over, etc.), multiline handsets, or speaker phones require additional cost. Please contact Technical Services at (408) 277-3510.

NAME OF EVENT: KMWorld & Intranets 2005

SHOW OPENING DATE: _____

BOOTH NUMBER(S): _____

ON-SITE CONTACT: _____

EXHIBITING FIRM: _____

AUTHORIZED BY: _____

SIGNATURE: _____

PHONE NO.: (_____) _____

BILLING INFORMATION

COMPANY NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____ ZIP: _____

PAYMENT INFORMATION

CHECK METHOD OF PAYMENT

MASTERCARD VISA

AMERICAN EXPRESS MONEYORDER

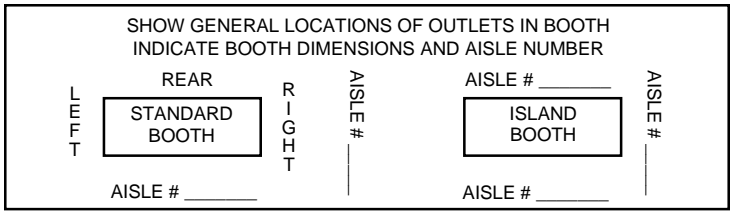
COMPANY CHECK, Payable to City of San José
 (Advance Orders Only)

CREDIT CARD # _____

Credit Card Holder _____

Authorized Signature _____

EXP. DATE _____ ORDER DATE _____



PLEASE READ REGULATIONS AND CONDITIONS ON REVERSE SIDE

- * SINGLE-LINE SERVICE: Installation of a touch-tone line (25 foot cord), and a single line telephone, including tax. All local and long distance calls and other services will be billed at the prevailing rate. **All calls and any balance still outstanding after event closing will be charged to the exhibitor's credit card.** Telephone instruments must be picked up at the Service Desk. **This is a Centrex phone system connected by an AT&T 5ESS Switch. Users must dial "9" first to obtain an outside line.**
- ** DISCOUNT RATE: Orders with **payment received 15 days prior to first show management contracted move-in date**, deduct \$80.00 per line
- + CELLULAR PHONE SERVICE: Phone must be picked up at the Service Desk. At that time a deposit of **\$500.00** will be required via major credit card. **Equipment rental plus airtime will be added to replacement cost of damaged or unreturned telephone and charged to credit card. All long-distance and toll charges are customer's responsibility. All long-distance cellular phone calls require use of a telephone credit card.** Airtime billed at \$2.00/minute.
- ++ Or \$20.00/day, whichever is greater.

SERVICE REQUEST (RATES SUBJECT TO CHANGE WITHOUT PRIOR NOTICE)

TYPE OF SERVICE	STANDARD RATE	QUANTITY	TOTAL
Single Line Service *	\$275.00/Line		
Less: 15-Day Discount**	()		()
Cellular Phone Service +	\$60.00/Phone ⁺⁺		
Special Features ¹	CALL		
TOTAL EQUIPMENT CHARGES			

For Office Use Only For Office Use Only For Office Use Only

CELLULAR PHONE CALLS

AIRTIME	1	2	3
Meter Stop			
Meter Start			
Time Used			
Airtime charge	\$2.00/min.	\$2.00/min.	\$2.00/min.
Subtotal			
TOTAL CELLULAR PHONE CALLS			

CELLULAR EQUIPMENT

	Quantity	Returned
Phone	_____	_____
Batteries	_____	_____
Chargers	_____	_____
Miscellaneous	_____	_____
Date Checked Out _____	Date Returned _____	

PHONE LINE EQUIPMENT

Received by: _____ Date: _____

Check #: _____ Receipt #: _____

Event ID #: _____

CELLULAR PHONE RENTAL

Pre-Auth. Deposit _____ Initials _____

Equip. Expense _____

Airtime Expense _____ Refund/Charge _____

QUESTIONS REGARDING TELEPHONE SERVICES SHOULD BE DIRECTED TO TECHNICAL SERVICES.

SJCCF TELEPHONE SERVICE ORDER FORM

I. INSTRUCTIONS

1. Orders MUST be received in the form specified in paragraph 2 a minimum of 15 days prior to scheduled show management contracted move-in date in order to qualify for the discount phone line rate. Requests for service received less than 15 days prior to the scheduled Exhibitor move-in date will be charged the standard rate.
2. Conditions for processing service order requests:
 - (a) Payment for service MUST accompany service order requests. Service order requests not accompanied by payment will be void and returned to Exhibitor for a reorder.
 - (b) Incomplete service order requests will not be accepted, but if possible, will be returned to Exhibitor for a reorder.
 - (c) Date payment is received by SJCCF shall determine the applicable rate. Payment shall be deemed received when personally delivered or three (3) days after deposit in the U.S. Postal Service, postage prepaid.
 - (d) Payment must be made by money order, company check, cashier's check or credit card. NO PERSONAL CHECKS. Floor orders by credit card ONLY.
 - (e) Reorder will be at the rate in effect at the time a complete service order request, together with payment as specified in subparagraph 2(a), is received by SJCCF.
 - (f) Booth number(s) must be identified on face of form.
 - (g) Location of telecommunication service must be designated in space provided.
 - (h) A \$25.00 handling fee will be assessed for a check returned due to insufficient funds.
 - (i) All calls and any balance still outstanding after event closing will be charged to Exhibitor's credit card or will be payable upon demand mailed to Exhibitor. Charges and other amounts billed under credit cards acceptable to SJCCF are payable in accordance with the terms of the card issuer's or SJCCF's statement or invoice. Finance charges on unpaid balances will be assessed 30 days after invoice date.

II. ADDITIONAL TERMS AND CONDITIONS

1. Material and equipment furnished pursuant to this service order request shall be and remain the property of SJCCF and shall be removed ONLY by SJCCF personnel at the close of the show.
2. Exhibitor shall return the Portable Phone (including the receiver, antenna, batteries and accessories) to SJCCF on the return date stated herein or sooner upon demand of SJCCF, at the renting location and in the same condition as received, except for ordinary wear. In the event of loss, damage, theft or disappearance of the Portable Phone while on rental to Exhibitor and caused by or arising out of Exhibitor's care, control, possession, operation or use of the Portable Phone, the Exhibitor shall indemnify and hold SJCCF harmless from and against any and all such loss, damage, theft or disappearance or any other related expense which may be incurred by SJCCF. In such event, Exhibitor shall pay to SJCCF, on demand, the amount of such damages or expenses (or the replacement cost of the missing equipment in the event of loss, theft or disappearance). Alteration or removal of decals is subject to additional charges.
3. In the event of non-performance of the equipment or system delivered or installed as specified in the service order request, the Exhibitor's maximum recourse shall be a refund of the pro-rated payment, based on the number of days of non-performance.
4. SJCCF not responsible for late installation due to obstruction of and/or inaccessibility to desired outlet caused by the Decorator or Exhibitor.
5. Claims for refund of any part of the payment shall NOT be considered unless filed in writing by the Exhibitor PRIOR to the close of the show at the SJCCF Service Desk.
6. Credit will not be given for service installed as requested in the service order request and NOT used.
7. Installers are authorized to cut floor coverings to permit installation, if necessary to fulfill the service order request. In the event it is necessary to cut floor coverings, a reasonable effort will be made to do as little damage to the floor coverings as possible. In no event shall SJCCF be liable for any damage done to floor coverings in order to fulfill the service order request.
8. Wall, column and permanent building utility outlets are not part of booth space and are not to be used by Exhibitors.
9. Requests for special arrangements not involving special equipment must be received by SJCCF no less than 15 days prior to first show management contracted move-in date. Special equipment requests must be received by SJCCF no less than 30 days prior to scheduled show management move-in date.
10. Exhibitor shall have sole responsibility to ensure that all equipment, regardless of source of power, complies with state and local safety codes and regulations. Under no circumstances shall anyone other than persons or entities designated by SJCCF make service connections PROVIDED, HOWEVER, assembly, servicing, preparatory work and operation required to be performed only by engineers or technicians designated by the manufacturer or supplier of specialized equipment may be performed by persons or entities designated by Exhibitor and approved by SJCCF. Whenever possible designation of such persons or entities should be noted by Exhibitor on the service order request.
11. Equipment use
 - (a) Exhibitor shall receive telephone sets at the Service Desk.
 - (b) The Exhibitor will be FULLY responsible for the protection and safekeeping of telephone equipment and will be responsible for returning all equipment to the Technical Services Desk by 5:00 P.M. the day following close of show. Should equipment not be returned by the designated period, Exhibitor will automatically forfeit the deposit. The Service Desk will be open to handle equipment rentals and inquiries during move-in, show, and move-out days.
12. SJCCF shall not be deemed in default if performance of any of the terms and conditions this agreement is made impossible or impractical due to any strike, lock-out, civil disturbance, war, or war-like action, invasion, sabotage, act of God or other cause beyond the control of SJCCF.
13. SJCCF shall not be responsible for any loss, damage or injury caused by fire and Exhibitor is expected to provide its own insurance against such loss, damage or injury.
14. If either party shall bring suit to enforce this agreement and a judgement is entered, the substantially prevailing party shall be entitled to a reasonable sum as attorneys' fees and all costs and expenses in connection with such suit, which sum shall be included in any such judgement or decree.
15. SJCCF does not guarantee uninterrupted service and shall not be liable for the inability of Exhibitors to complete telephone calls due to circumstances beyond the reasonable control of SJCCF.
16. If Exhibitor has directed the billing for charges hereunder to be transmitted to another person, firm, or organization which, upon being so billed, has failed to make payment, then Exhibitor shall, upon being billed, promptly pay said charges.
17. There will be a \$50/line charge for relocating any phone lines after they have been installed per Exhibitor's request.
18. This agreement shall be governed by and construed under the laws of the State of California. The federal and state courts within the State of California shall have exclusive jurisdiction to adjudicate any dispute arising out of this agreement. Exhibitor hereby expressly consents to (i) personal jurisdiction of the federal and state courts within California and (ii) service of process being effected upon Exhibitor by registered mail sent to the address set forth on this agreement.
19. This is the entire agreement between the parties with respect to the transactions described in it. There have been and are no covenants, agreements, representations, warranties or restrictions between the parties other than those set forth in this agreement.

Serving your needs for a successful event is the San José Convention & Cultural Facilities privilege. PLEASE NO GRATUITIES.

**Please return completed order form with payment to SJCCF at:
San José Convention & Cultural Facilities, 408 Almaden Blvd., San José, CA 95110, Attention Technical Services Order.**