

# Client Ordering Guide

JOHN B. HYNES VETERANS MEMORIAL CONVENTION CENTER

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*Signature*  
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MASSACHUSETTS CONVENTION CENTER AUTHORITY

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# Introduction

## **On behalf of the Massachusetts Convention Center Authority, welcome to Boston!**

We are excited to have you stage your event at our state-of-the-art facilities and look forward to working together to help you achieve your most ambitious goals. We are proud to offer the service, technology, and resources that will help you bring your vision to life. Your Event Services Manager is an invaluable resource to assist you with transforming your ideas into an unforgettable event for your exhibitors and guests.

World-class customer service has become our signature as a meetings destination, which is why we have given our meetings and conventions experience a new name: Signature Boston. Unique and personal, a signature represents a promise that defines who we are and what we stand for. It speaks to our unwavering commitment to making every event we host in our city a success beyond your expectations.

This Ordering Guide is designed to make planning and ordering easy for all clients. Each service section contains the following:

- Description of Services & Equipment and Pricing;
- Installation & Connection Information;
- Terms & Conditions, and;
- Frequently Asked Questions.

In addition to the orderable services listed in this guide, the MCCA also offers the following services for you to take advantage of on-site:

- Exhibitor Service Desk with assigned Event Associate
- IT Support Services
- Free Wireless Internet Service
- FedEx Office Business Center
- Audio/Visual

Additional services exclusive to the MCCA include Rigging and Food & Beverage. Your Event Services Manager will provide you with contact information for these exclusive services.

If after reading this guide you have any unanswered questions, please contact your MCCA Event Services Manager at 617.954.2000, and he/she will be happy to assist you!

# General Information

## ORDERING POLICIES & PROCEDURES

### Pricing

Discount, Standard and On-Site rates are available for most services. To qualify for the discount rate, order requests and payment must be received 21 days prior to the show opening. Standard rates will apply to orders received after this discount cut-off date and be effective until the move-in begins. On-site rates will apply to orders received once move-in has begun.

### Ordering

- Clients should be aware of the following when placing orders:
- All payments must be in U.S. currency
- Credit card payment or payment by check is acceptable
- The date payment is received determines the applicable rate (see Pricing above)
- Incomplete order or payment information will delay processing
- Location(s) must be identified on all orders
- No telephone or facsimile orders will be accepted

### Payments

Payment for Discount (advance rate) services must be received in advance. Service will be scheduled and delivered only after payment is received.

### Refunds

Claims for refunds must be submitted by the client prior to event close. Credit will not be given for services installed and not used.

### General Terms & Conditions

- Location changes must be communicated by the client to their MCCA Event Services Manager prior to move-in. Additional charges may result, if services must be moved after initial set-up.
- All equipment and material furnished by the MCCA shall remain the property of the MCCA and shall be removed only by MCCA personnel.
- Standard wall outlets and other permanent building outlets (e.g., electrical, telephone, plumbing, etc.) are not part of the event space and may not be used by anyone other than MCCA personnel or designated service provider.
- Service connections must be made by MCCA personnel or designated service provider.
- Connection services generally cover the installation of service in the most convenient manner to the MCCA.
- All equipment must comply with state and local safety codes. The MCCA will refuse connection to any equipment that constitutes a safety hazard.
- Unless otherwise directed, MCCA personnel are authorized to cut floor coverings to permit installation of services in the exhibit hall.

# Electrical Services

The MCCA offers a variety of electrical services through our experienced in-house team of electricians.

SPECIAL CONNECTIONS (208 volt & 480 volt power)	DISCOUNT	STANDARD	ON-SITE
Unless otherwise indicated in parentheses ( ), all special power connections will be hard-wire connected. To order Three Phase 100 amp service and higher, please contact your MCCA Event Services Manager for availability.			
208v single phase 30 amp (nema l21-30p)	\$430.00	\$535.00	\$635.00
208v single phase 60 amp	\$820.00	\$1,005.00	\$1,215.00
208v single phase 100 amp	\$1,250.00	\$1,565.00	\$1,870.00
208v three phase 30 amp (nema l21-30p)	\$765.00	\$960.00	\$1,155.00
208v three phase 60 amp	\$1,165.00	\$1,455.00	\$1,750.00
<b>Note: Any 100+ amp connection must be approved by your MCCA Event Services Manager.</b>			
208v three phase 100 amp	\$1,850.00	\$2,320.00	\$2,775.00
208v three phase 200 amp	\$3,525.00	\$4,410.00	\$5,290.00
208v three phase 400 amp	\$6,230.00	\$7,785.00	\$9,340.00
480v three phase 30 amp	\$1,175.00	\$1,465.00	\$1,760.00
480v three phase 60 amp	\$2,040.00	\$2,550.00	\$3,070.00
480v three phase 100 amp	\$3,760.00	\$4,710.00	\$5,655.00
480v three phase 200 amp	\$7,475.00	\$9,340.00	\$11,215.00

STANDARD CONNECTIONS (120 volt power)	DISCOUNT	STANDARD	ON-SITE
<b>500 watt box</b> One 5 amp circuit and one receptacle or plug point	\$155.00	\$190.00	\$220.00
<b>1000 watt box</b> One 10 amp circuit and two receptacles or plug points	\$200.00	\$240.00	\$300.00
<b>2000 watt box</b> One 20 amp circuit and a minimum of three receptacles or plug points	\$240.00	\$305.00	\$365.00
<b>4000 watt box</b> Two 20 amp circuits and a minimum of three receptacles or plug points	\$290.00	\$355.00	\$420.00

ADDITIONAL ELECTRICAL SERVICES & EQUIPMENT	DISCOUNT	STANDARD	ON-SITE
<b>25' round extension cords</b> 25' round, yellow extension cords for use in exhibit booths. Each cord has three, three-prong receptacles on the end.  <i>*Please Note: These extension cords cannot be used to run underneath booth carpeting.</i>	\$45.00	\$50.00	\$65.00
<b>6 Port Power Strip Purchase</b>		\$35.00	\$40.00
<b>24 hour power</b> If booth equipment requires electricity 24 hrs a day (for example, a Refrigerator), then the exhibitor should order 24 hr power.  In general, electrical service begins half an hour before the show and ends one hour after the show closes.	<b>Add 50% to Initial Connection Rate</b>		

## OVERHEAD POWER

Overhead power is available upon approval by the MCCA:

- At the Hynes Convention Center, overhead 120v electrical service is available in Halls A, B, C and certain areas of Hall D and Auditorium.
- If an overhead sign, truss, banner or other rigged item requires overhead 120v power, the MCCA can provide this service in any area of the Hynes.
- If an overhead sign, truss, banner or other rigged item requires overhead 208v or 480v power, the MCCA can provide this service in limited areas of the Hynes. Please contact your MCCA Event Services Manager for availability.
- Overhead power must accompany a rigging order.

## Installation & Distribution

- MCCA electricians will provide the initial electrical power source.
- Electrical service is brought from the nearest column or floor port into the booth or meeting room. The electrical outlets or boxes are placed in the rear of the booth along the pipe and drape line.
- Electrical boxes are left accessible inside floor ports for island booths with no pipe and drape lines and no columns in their booth space.
- For 208V and 480V connections, the MCCA requires floor plans so that we may provide the electrical service in a convenient location within the booth.

## Terms & Conditions

- The MCCA is the exclusive provider of electrical service. All electrical equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA personnel.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If additional electrical labor outside of the standard service is required, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Hourly Rate (All times) \$110.00

- The use of open clip sockets, duplex or triplex attachment plugs, latex or lamp cord is prohibited. All cords must be of the three-wire grounded type and UL approved. Any exposed non-current carrying metal parts of fixed equipment must be grounded.
- Electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
- The MCCA cannot be responsible for voltage variations of the power company.

## FREQUENTLY ASKED QUESTIONS

### How do I know if I need a 208v or 480v connection?

Most clients and exhibitors do not require special connections like a 208V or 480V connection. Many times, these types of electrical services are required for heavy equipment and/or specialized machinery. Kindly consult with the equipment manufacturer, name plate rating or installation technician for specific details. Clients and Exhibitors who bring their own distribution panels may need one of these special connections.

### How do I know how much power I need to order?

When determining how much power to order for a booth or meeting room, it is helpful to know how much total power is required for the equipment in your location. Below, we have outlined some standard electrical requirements (requirements may vary).

- Standard Laptop.....250-550 watts
- Standard Desktop, PC .... 400-700 watts
- Standard Plasma TV.....300-400 watts

Items like laptops, standard booth lights, and televisions may be grouped together on one circuit provided they do not exceed the overall limit of the circuit or the surge protection device. There is some equipment that requires its own circuit to run properly. For example, a microwave or refrigerator requires its own dedicated circuit, so a laptop and refrigerator should not use the same power source.

### I can't find 208V or 480V overhead service listed on your online ordering site. How can I order this service?

208V and 480V overhead services are limited in the MCCA convention centers. All requests for such connections must be approved by an MCCA electrician. To discuss availability, please call your MCCA Event Services Manager.

# Telephone Services

*The MCCA offers a variety of telephone services through our experienced in-house technicians.*

STANDARD TELEPHONE SERVICES	DISCOUNT	STANDARD	ON-SITE
<b>Single-Line Phone Service</b> Service includes one phone number and rental of one hard wired digital display phone. Equipment must be returned at the close of show.	\$340.00	\$415.00	\$510.00
<b>Multi-Line Phone Service</b> Service includes one phone number with multiple line appearances and rental of one hard wired digital display phone. Equipment must be returned at the close of show.	\$495.00	\$610.00	\$735.00
<b>IP Conference Phone Service</b> Service includes one phone number and rental of one IP conference phone. Equipment must be returned at the close of show.	\$450.00	\$560.00	\$670.00
<b>Vonage Single Line App Service</b> Service includes one phone number, no handset. This is an app based service available by downloading the Vonage app on a personal mobile device. Available for iPhone and Android	\$205.00	\$250.00	\$310.00
<b>Vonage Multi-Line App Service</b> Service includes one phone number, no handset. This is an app based service available by downloading the Vonage app on a personal mobile device. Available for iPhone and Android	\$290.00	\$365.00	\$425.00

ADDITIONAL TELEPHONE SERVICES AND EQUIPMENT	DISCOUNT	STANDARD	ON-SITE
<b>Call Forward (per phone line)</b> Allows user to send calls to another phone.	\$65.00	\$80.00	\$100.00
<b>Voicemail (per phone line)</b> Allows user to setup a custom greeting and receive messages from incoming callers.	\$60.00	\$75.00	\$90.00
<b>Call Waiting (per phone line)</b>	\$65.00	\$80.00	\$100.00
<b>Unreturned Device Fee</b> Phone device delivered with service. Only charged if not returned post show.	\$190.00	\$190.00	\$190.00

## INSTALLATION & CONNECTIONS

- Telephone Service is brought from the nearest column or floor port into the booth or meeting room.
- MCCA technicians typically provide a line that is long enough to run anywhere in your contracted space. Clients may have their preferred setup personnel run their phone cord(s) under the exhibit hall carpet to desired locations, or they may hire the general service contractor to do so.
- All telephone equipment will be set by the in-house technicians and should be returned to in-house technicians at end of event.

### Terms & Conditions

- The MCCA is the exclusive provider of all telephone services. All telephone equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA personnel.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If a client requires additional telephone labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Hourly Rate (All times) \$145.00
- All MCCA telephone equipment must be returned at the close of the show. Failure to return MCCA Telephone equipment will result in an unreturned device fee. See pg 5.

## FREQUENTLY ASKED QUESTIONS

### What is a VoIP Phone line?

Voice over Internet Protocol (VoIP), is a technology that allows you to make voice calls using a broadband Internet connection instead of a regular (or analog) phone line. VoIP can allow you to make a call directly from a computer, app or a special VoIP phone.

### Before placing a call or using a credit card line are you required to dial 9 to get an outside line?

No. For local and long distance: dial the area code and number.

### How can I place restrictions on my phone line?

If you wish to place restrictions on a phone line (e.g., local and toll-free outbound calls only), please notify your MCCA Event Services Manager when submitting phone requests. Otherwise, all phones will be installed as unrestricted lines.



# Cleaning Services

*The MCCA offers a preferred in-house Approved Cleaning Contractor for Exhibit Hall Cleaning should these services be desired - please reach out to your assigned MCCA Event Services Manager for contact information. Below is a list of fees, pricing, and penalties observed by the Licensee.*

Per the Event Planning Guide tape, tape residue, and chalk removal is the responsibility of the Licensee and the exhibit hall should be turned over to the MCCA free of all debris and with a broom swept finish upon completion of the event. A pre and post event inspection of space will be performed by MCCA Staff along with the Licensee and/or the Approved Cleaning Contractor and any costs incurred by the MCCA for the inadequate turnover of spaces will be charged to the Licensee at the following prevailing rates:

- » Exhibit Hall A  
\$1,000 minimum + all billable hours
- » Exhibit Hall B  
\$1,000 minimum + all billable hours
- » Exhibit Hall C  
\$1,000 minimum + all billable hours
- » Exhibit Hall D  
\$1,000 minimum + all billable hours
- » Auditorium  
\$750 minimum + all billable hours

For more detailed information or a further breakdown of hourly rates, please contact your MCCA Event Services manager.

Per the Event Planning Guide the Licensee is responsible for cleaning and trash removal services in any area outside the exhibit hall that is used as displays, kiosks, lounges, registration areas, show offices, or other event support locations.

## HOURLY BILLABLE RATE

The following rate will be used for these areas where inadequate turnover of space occurs within the building:

- » standard        \$40.00
- » overtime        \$55.00  
(after 8 hrs/day)

## DUMPSTERS

The MCCA provides one dumpster haul per contracted exhibit hall space. If an event requires additional hauls, a flat fee of \$1,000 per dumpster will be billed directly to the Licensee.

# Internet & Technical Services

*The MCCA offers a variety of Internet and Technical services through our experienced in-house team of technicians.*

## Wired Internet Connections

Clients who order wired internet drops are provided with one internet connection and assistance, as needed, from our internal IT Support Services staff. All MCCA Internet services include one initial line regardless of how many IPs are ordered with the service. To have more than one computer connected at one time, clients may bring their own switch or hub device and cables, or they may purchase a switch from the MCCA. Clients are asked to read through the following service descriptions closely to ensure that the purchased service level is sufficient to meet their bandwidth requirements during the entirety of the show. Below are basic guidelines for ordering wired Internet services.

All services are delivered DHCP. Public IP addresses are available upon request with all of our managed services listed below. Public IP addresses are not available with our Basic Service Package. Managed Services requesting public IP addresses require manual configuration to each machine.

Custom orders for bandwidth above listed service levels below can be ordered on a case-by-case basis through your MCCA Event Services Manager.

<b>MANAGED SERVICES</b> Manually configured services require entry of IP addresses into the device before the device may access the internet.	DISCOUNT	STANDARD	ON-SITE
<b>Basic Service Package</b> The Basic Service Package includes a private VLAN and subnet. This level is sufficient if the main use is for a basic internet connection, such as for e-mail or internet browsing. The Basic Service package may not be fast enough for streaming video or multi-purpose use. Public IP addresses are not available with this service.	\$1,120.00	\$1,190.00	\$1,430.00
<b>1.54 Mbps Managed Service</b> The 1.54 Mbps Managed Service Package includes a private VLAN and subnet. This level is sufficient if the main use is for a basic internet connection, such as e-mail, internet browsing, or standard definition video streaming. It may not be fast enough for multi-purpose use. Public IP addresses available upon request.	\$2,265.00	\$2,690.00	\$3,215.00
<b>3 Mbps Managed Service</b> The 3 Mbps has more bandwidth than the 1.54 Mbps service and includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for basic e-mail and web browsing, standard definition video streaming, or can accommodate multiple Internet connections.	\$5,520.00	\$6,330.00	\$7,595.00
<b>6 Mbps Managed Service</b> The 6 Mbps has more bandwidth than the 3 Mbps service and includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 4 standard definition video streams, or a single HD video stream, or can accommodate multiple Internet connections.	\$9,330.00	\$10,745.00	\$12,895.00
<b>10 Mbps Managed Service</b> The 10 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 6 standard definition video streams, a single HD video stream, or can accommodate multiple Internet connections.	\$12,485.00	\$14,335.00	\$17,200.00
<b>15 Mbps Managed Service</b> The 15 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 2 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.	\$18,395.00	\$21,135.00	\$25,365.00

<p><b>20 Mbps Managed Service</b> The 20 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 3 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.</p>	\$24,430.00	\$28,100.00	\$33,720.00
<p><b>25 Mbps Managed Service</b> The 25 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 4 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.</p>	\$30,345.00	\$34,925.00	\$41,915.00
<p><b>30 Mbps Managed Service</b> The 30 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 5 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.</p>	\$36,115.00	\$41,555.00	\$49,865.00
<p><b>35 Mbps Managed Service</b> The 35 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 5 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.</p>	\$42,040.00	\$48,365.00	\$58,035.00
<p><b>40 Mbps Managed Service</b> The 40 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 6 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.</p>	\$47,550.00	\$54,690.00	\$65,630.00

ADDITIONAL INTERNET SERVICES & EQUIPMENT	DISCOUNT	STANDARD	ON-SITE
<p><b>Copper Patch/ Booth to Booth Connection</b> Copper Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Copper patches can transmit data, audio, and video. This is not available with the shared service.</p>	\$400.00	\$510.00	\$610.00
<p><b>Fiber Patch/ Booth to Booth Connection</b> Fiber Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Fiber patches can transmit data, audio, and video.</p>	\$565.00	\$700.00	\$845.00
<p><b>Switch-8 Port</b> This switch can connect up to 7 computers or devices together, giving all access to the internet service ordered.</p>	\$120.00	\$170.00	\$200.00
<p><b>Switch-24 Port</b> This switch can connect up to 23 computers or devices together, giving all access to the internet service ordered.</p>	\$415.00	\$540.00	\$640.00
25' CAT 5e Cable	\$60.00	\$75.00	\$85.00
50' CAT 5e Cable	\$80.00	\$100.00	\$115.00
100' CAT 5e Cable	\$120.00	\$145.00	\$175.00
Ethernet Cable Coupler	\$25.00	\$30.00	\$35.00

TECHNICAL SERVICES	DISCOUNT	STANDARD	ON-SITE
<p><b>SDI Video Package</b> This package sends audio/video over fiber via transmit/receive converters boxes to BNC connectors. The client is handed a copper BNC connector for their equipment in the room sending the signal, where it is converted to fiber, and the receiving end converts that same fiber run to a copper BNC connector handoff. These are for internal use only from one location/room to another inside the building.</p>	\$1,715.00	\$2,035.00	\$2,465.00
<p><b>Cable TV Service</b> Cable TV service is basic business cable service provided by Comcast Cable. Service is provided to booths from floor boxes or columns.</p>	\$300.00	\$365.00	\$440.00
<p><b>CATV Tuner (Only available at the BCEC)</b> For TVs that are not cable-ready (including some plasmas), the CATV tuner interprets the signal and allows you to tune the signal. It functions similar to your cable box at home.</p>	\$75.00	\$90.00	\$110.00

## INSTALLATION & CONNECTIONS

- MCCA technicians will provide one initial network cable.
- Internet Service is brought from the nearest column or floor port into the meeting room/booth.
- All MCCA internet services come with one initial line regardless of how many IPs are ordered with the service. To have more than one computer connected at one time, clients may bring their own routing device and cables or may rent a switch and purchase cables from the MCCA.
- Clients are required to distribute their own internet cables.
- Clients may choose to:
  - » Hire labor from the General Service Contractor or;
  - » Hire a third-party Installation & Dismantle (I&D) team to perform the distribution work.

## Terms & Conditions

- The MCCA is the exclusive provider of internet services.
- All services listed include labor to install and remove said service. Services do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If a client requires additional internet labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Tech Rep (All times) \$145.00
  - » Network Engineer (All times) \$180.00
- The MCCA will provide an Ethernet connection to a shared data network attachment for the use of Client's directors, officers, employees and guests during the official dates of specified show.
- The Client will be responsible for providing all hardware, software and other equipment and facilities needed to connect to the Ethernet and to use network attachment.
- The network attachment provided by the MCCA may be used only by the Client's directors, officers, employees and guest, agents, or consultants. The MCCA network will facilitate communications between the company's authorized users and entities reachable through the national internet.
- The Client will promote efficient use of provided networks to minimize and avoid unnecessary network traffic and interference with the work of other users on interconnected networks.
- Users of MCCA networks shall not disrupt any of the MCCA networks or any other MCCA associated networks.
- MCCA 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 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 MCCA network or any directly or indirectly attached network. When requested by a user of the networks, product information and other commercial messages are permitted to be transmitted. 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 MCCA networks. Interpretation application and possible modification shall be within the sole discretion of MCCA.
- MCCA does not make any express or implied warranty of any kind specifically. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided. The protocol used on the MCCA network call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the purchasing company. Similarly, these protocols provide for end to end verification of the receipt of all the data that is transmitted. MCCA 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 MCCA, or other losses or damages. Use of information obtained via the services provided hereunder is at purchasing company's own risk. The client is responsible for (a) the accuracy and/or quality of the information obtained or data transmitted through the MCCA network and (b) assuring that each message purchasing company sends or receives has been received.
- MCCA shall not be liable to the client for any damage arising from any event that is out of the control of the MCCA. Neither shall the MCCA be liable to the client 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 MCCA, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not MCCA has been made aware of the possibility of such damages.

- In no event shall liability exceed a refund of amounts actually paid to MCCA by the client for this network attachment.
- The network attachment shall be made available to the client by MCCA before the beginning through the end of the specified conference
- The MCCA will provide a network attachment via an Ethernet connection for client use. At its own expense, the client is responsible for providing the computer, attachment to Ethernet, electric power and all other hardware and software required to use the network attachment.

## FREQUENTLY ASKED QUESTIONS

### **Do you have wireless internet?**

The MCCA offers free wireless internet service throughout meeting rooms, lobbies, and expo halls; just open your internet browser and look for the BCEC or Hynes Wireless Network. This service is designed for casual users and not guaranteed. If you are relying on the internet to showcase your product or services we strongly recommend a wired internet connection for guaranteed service.

### **I see that you don't offer hubs for rental. What is the difference between a hub and a switch? Can I bring my own hub or switch?**

The MCCA offers switch devices for sale instead of hubs because switches are known to provide better performance with a lower failure rate. Clients are welcome to provide their own hub or switch for all internet services.

### **What is bandwidth and how do I know how much I need?**

Bandwidth is the “size of the pipe” that data can traverse. The bigger the bandwidth, the faster data can be transferred. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

### **I need to access my company's network while I'm at your facility. Which service will allow me to do this?**

Clients who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or “tokens” can do so with any of our services, however they should confirm with their IT department for the use of DHCP or public IP address requirements.

### **What is a VLAN?**

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

### **I ordered a switch and cables, how and when do I get them?**

When you are ready for your switch and internet cables, please contact your MCCA Event Services Manager.

# Plumbing Services

The MCCA offers a variety of plumbing services through our experienced in-house plumbers.

WATER AND DRAIN SERVICES	DISCOUNT	STANDARD	ON-SITE
<b>Water – Individual Connection</b> Water service is available at approximately 75 PSI with up to ¾” supply line. Water flows at five gallons per minute. Please note that this is cold water.	\$390.00	\$500.00	\$600.00
<b>Additional Water Connections</b> Clients requiring more than an individual water connection should order each additional connection as needed.	\$230.00	\$295.00	\$345.00
<b>Drain – Individual Connection</b> The MCCA can provide waste drain connections up to ¾” line size.	\$390.00	\$500.00	\$600.00
<b>Additional Drain Connections</b> Clients requiring more than an individual drain connection should order each additional connection as needed.	\$215.00	\$265.00	\$320.00
<b>Fill and Drain 0-100 Gallons</b> Clients that need equipment to be filled with water at the beginning of a show and emptied at the end of a show should order a Fill and Drain service. Please contact your MCCA Event Services Manager when equipment is ready to be filled.	\$205.00	\$245.00	\$305.00
<b>Each Additional 500 Gallons</b>	\$130.00	\$180.00	\$210.00

SINK RENTALS	DISCOUNT	STANDARD	ON-SITE
<b>Cold Water Sink Rental</b> Cold water sink rental includes a single-tub basin (20”L x 24”W x 34”H), one water connection, and one drain connection. Legs allow the units to sit 34” above the floor.	\$780.00	\$960.00	\$1,155.00
<b>Small Hot &amp; Cold Water Sink Rental</b> Small Hot & Cold water sink rental includes a single-tub basin (20”L x 24”W x 34”H), a hot water heater (6 gallon capacity), dedicated power, two water connections, and one drain connection.	\$1,065.00	\$1,315.00	\$1,585.00
<b>Large Hot &amp; Cold Water Sink Rental</b> Large Hot & Cold water sink rental includes a 3-tub basin (57”L x 24.5”W x 43”H), a hot water heater (6 gallon capacity), dedicated power, two water connections, and one drain connection. This service is available in specific areas of the exhibition hall. Please contact your MCCA Event Services Manager for more information.	\$1,315.00	\$1,650.00	\$1,985.00

COMPRESSED AIR AND GASSES	DISCOUNT	STANDARD	ON-SITE
<b>Compressed Air – Individual Connection</b> Compressed Air is delivered at approximately 110 psi and a dew point of 35 degrees F (medical instrument quality).	\$490.00	\$600.00	\$720.00
<b>Additional Connection</b> Clients who require more than an individual connection should order additional connections as needed.	\$245.00	\$315.00	\$370.00
<b>Other Compressed Gases</b> The MCCA provides a variety of bottled gases. The most commonly ordered gases are listed below. If other gases not listed are required, the client should contact their MCCA Event Services Manager. Flammable gases are not permitted in MCCA facilities.			
20 Lbs Dry or Liquid CO <sub>2</sub>	\$205.00	\$240.00	\$300.00
50 Lbs Dry or Liquid CO <sub>2</sub>	\$230.00	\$270.00	\$320.00
Dry Nitrogen 300 ft <sup>3</sup>	\$275.00	\$330.00	\$395.00

## INSTALLATION & CONNECTIONS

- Plumbing Service is brought from the nearest column or floor port into the booth or meeting room.
- Air and Water connections are available in limited locations on the exhibit floor and in the meeting rooms. Connection sizes and booth and room locations all factor into planning to supply air and water to clients. Please provide a floor plan of the exhibit and/or meeting space indicating locations that require air or water service as well as connection requirements well in advance of move-in.

### Terms & Conditions

- The MCCA is the exclusive provider of all plumbing services. All plumbing equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA Personnel.
- The client is not permitted to fill or drain their own equipment, use individual air compressors, or bring their own compressed gases from an outside vendor.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If the client requires additional plumbing labor outside of the

standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:

» Hourly Rate (All times) \$110.00

## FREQUENTLY ASKED QUESTIONS

### Do all water connections need a drain?

While most water connections do require a drain service, there are some cases where the drain is unnecessary. When the water provided is being consumed or evaporated, a drain is not needed. For example, clients using water service for a coffee machine do not need to order a drain because the water is being consumed.

### Will you provide the fittings and hoses for my water and drain connections?

To ensure that your equipment runs properly we ask that you supply your own regulators, filters, and hoses.

**When would I need to order a Fill and Drain Service?**

Some of the most common reasons clients order fill and drain are for items like fish tanks, pools, tubs for display, or running water displays. We use large hoses to fill vessels requiring water and then use existing drains in the floor to remove the water at the end of the show. The client is not permitted to bring their own water or use MCCA sinks to fill their own equipment.

**My booth requires a sprinkler system. What plumbing service should I order?**

If a booth requires a sprinkler system, you will need to order an individual water connection specifically for this purpose.

**Your exhibitor kit indicates you need to order a hand washing unit because you are planning to prepare food in your booth. Does the MCCA provide these units?**

The MCCA's exclusive in-house catering company can provide a hand washing unit that includes a small hand washing sink, paper towels, soap, and a discard bucket. Please contact your MCCA Event Services Manager for F&B contact information.

**Do you allow helium balloons in your buildings?**

The MCCA allows the licensee to bring helium balloons into the Grand Ballroom and meeting rooms. At no time are exhibitors allowed to bring helium balloons into the facility. Helium tanks cannot be brought into the Hynes. All air and gasses must be ordered through the MCCA.



# Client Set-Up & Room Turn Services

The MCCA offers one standard set-up free of charge. All room turns, additions, or removals will be subject to a flat rate from the pricing table below. Food and beverage functions with a catering spend of \$5,000 or more are waived. Room setup specifications are requested 72 hours in advance of initial contract date. Room turns with 50 chairs or less are priced on a per item basis - see equipment pricing below.

ROOM	FLAT RATE	ROOM	FLAT RATE
101	\$90.00	301	\$90.00
102	\$180.00	302	\$330.00
103	\$180.00	302/304	\$620.00
104	\$90.00	302/304/306	\$930.00
105	\$90.00	303	\$90.00
107	\$90.00	304	\$330.00
108	\$90.00	304/306	\$620.00
109	\$90.00	305	\$90.00
110	\$90.00	306	\$180.00
111	\$90.00	307	\$90.00
200	\$180.00	308	\$90.00
201	\$90.00	309	\$180.00
202	\$180.00	310	\$180.00
203	\$180.00	311	\$330.00
204	\$90.00	312	\$330.00
205	\$90.00	313	\$180.00
206	\$180.00	Ballroom A	\$620.00
207	\$180.00	Ballroom B	\$930.00
208	\$180.00	Ballroom C	\$620.00
209	\$90.00	Ballroom AB	\$1,580.00
210	\$330.00	Ballroom BC	\$1,580.00
300	\$180.00	Ballroom ABC	\$2,200.00

EQUIPMENT RENTAL	UNIT	PRICE
Chair	Each	\$2.00
Table	Each	\$15.00
Skirting	Each	\$5.00
Tablecloths	Each	\$20.00
Podium	Each	\$45.00
Flag	Each	\$15.00
Tensa Barrier	Each	\$20.00
Easels	Each	\$20.00
Coat Racks	Each	\$30.00
Riser Stairs	Set	\$10.00
Stage: 6' x 8'	Set	\$60.00
Stage: 18' x 24'	Set	\$130.00
Performance Stage* 30' x 40'	Set	\$2,040.00
Performance Stage* 60' x 40'	Set	\$2,805.00
Dance Floor 3' x 3'	Each	\$25.00

\* Performance Stage: Stairs, Bases, Decks, Risers, and Handicap Lift & Ramp

## AIR WALL PULL

Meeting Room - \$50 (15 minutes\*)

Ballroom - \$100 (30 minutes\*)

Exhibit Hall - \$200 (45 minutes\*)

\*Upon space being deemed free and clear to facilitate

## Terms & Conditions

- The MCCA, through its set-up contractor, is the exclusive provider of all set-up and room turn services.
- Services other than those listed in unit price schedule will be charged an hourly rate. The minimum charge is one hour.
- Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Hourly Rate (All times) \$75.00

## FREQUENTLY ASKED QUESTIONS

### **If my initial complimentary set is not associated with a food function, will my room turn to a food function incur a charge?**

Yes, all room turns are subject to room turn charges as indicated in the unit price schedule including turns to food and beverage functions and from food and beverage functions. Food & Beverage functions with a catering spend of \$5,000 or more are waived.

### **How are room turn charges calculated?**

All room turns, additions, or removals are subject to a flat rate. Room turns with 50 chairs or less are priced on a per item basis; a charge incurred for each table and chair associated with the new classroom set.

### **Is there a fee to utilize building equipment on the exhibit hall floor, in registration, public areas or any space outside of the meeting rooms?**

Building equipment is primarily utilized inside the meeting rooms and not permitted in exhibitor booth spaces. Chairs, tables, risers, easels, etc. that are ordered for use in the exhibit halls or any other space outside of the meeting rooms will incur a rental fee as indicated in the unit price schedule for run-of-show. If available, building chairs and stages may be utilized at no charge for a general session/keynote in an exhibit hall. The use of table rounds for food functions in the exhibit halls and in public spaces will be free of charge. For any professional tests or exams within the exhibit hall, a rate of \$0.15 per utilized square foot will be used for equipment rental.